



MASERGY

Performance Beyond Expectations

Kirk DECT Wireless Handset 2010 Model



MANUFACTURER DISCONTINUED PRODUCT

Quick Guide Content



- Basic Information 3**
- Using the Phone 3**
 - Transfer 3
 - Placing a call on hold..... 3
 - Park/Park Pickup..... 3
 - Three way calling 4
- Special Instructions..... 4**
- Basic Troubleshooting 5**
 - Walking out of range 5

Basic Information

Phone Range

The handsets travel for about 100 feet away from their base before losing signal.

If you are in conversation and are about to step out of the coverage area, you will hear beeps letting you know to not go much further.

The signal bar on the handset also indicates how powerful of a signal you have at any given time.

Using the Phone

Transfer

Transfer calls to an extension or outside line

- With a call active on the phone – press the R key
- Enter the extension or external phone number you wish to transfer the call to
- Press the # sign so the phone knows to start dialing the number you entered

Blind Transfer: Press OFF to complete the transfer if you don't wish to supervise the transfer

Supervised Transfer: Wait for connection to announce the call, then press OFF to complete the transfer

Transfer a call directly into someone's voicemail

- With a call active on the wireless phone – press the R key
- Enter *55
- Enter the mailbox number you are transferring the call to followed by the # sign
- Hang up by pressing OFF

Placing a call on hold

- With a call active on the phone – press the R key
- To return to the call you placed on hold, press the R key again

Note:When you press the R key to place the call on hold, you will hear a dial tone because the phone thinks you are going to transfer the call.

To avoid hearing dial tone the whole time you have a call on hold, we suggest that you park the call.

Park/Park Pickup

Park:

- With a call active on the phone – press the R key
- Enter *68 followed by the # sign
- The call is now parked on your own extension

To Retrieve the Parked Call

- Press the ON key
- Enter *88 followed by the # sign
- You will now be connected to the parked call

Special Instructions

(If you have two phones with the same extension)

To check your voicemail messages from the Phone:

- Press the ON key
- Dial *62 followed by the # sign
- Follow the prompts to access your mailbox

Picking up a call from another ringing phone (Directed Call Pickup)

- Press the ON key
- Enter *97 followed by the extension number of the phone that's ringing followed by the # sign
- You will now be connected to the call that was ringing on the other extension

Switching between your desk and wireless phones is easy.

You can switch back and forth between your desk and wireless phone WHILE connected to a call in progress.

If you're talking on the wireless phone and wish to now take the call on your desk phone

- On your desk phone press *11 and
- Press the Dial soft key
- The call will now move to your desk phone

If you're talking on the desk phone and wish to now take the call on the wireless phone

- Press the ON key on the wireless phone
- Enter *11 followed by the # sign
- The call will now move to your wireless phone

Three way calling

The phone is not designed for three way calling, you can achieve a three way or even six way call by utilizing a call control client such as Masergy Unity client or Telephony Toolbar. Please call 611 for help with this.

Basic Troubleshooting

Walking out of range

- Press OK
- Scroll down to Reg. Menu
- Press OK
- You will see “Subscribe”
- Press OK
- You will “Subscribe AC Code”
- Leave this blank and press OK again
- The handset will start searching to base unit

If there are multiple base units, you will have to choose which base unit you want to register to from the list of serial numbers on your display that correspond to the different bases.