



Xutel ExChange

Analog Phone User Manual

Version 1.0



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Xutel ExChange Analog Phone User Manual

Xutel Exchange features can be accessed using an analog phone. Using the * key and the # key will allow you to access features like call transfer, do not disturb and call forwarding. It is important to read the manufacturer's phone instruction book to understand specific features about your particular analog phone.

To access Company and Personal Directories, Call Logs, and Call Treatment features, use the Web Portal interface.

ACCESSING XUTEL EXCHANGE FEATURES

Action	Step 1	Step 2	Step 3	Step 4
Place Call (Internal or External Call)	<ul style="list-style-type: none"> Pickup handset, <i>or</i> Refer to phone manufacture's manual for additional information on your phone's features (i.e. speaker button, line buttons, etc.) 	<ul style="list-style-type: none"> Dial the outbound number using the keypad Be sure to dial access number for outside line (if required) 	<ul style="list-style-type: none"> To dial an internal extension, dial on the last 4, 5 or 6 digits of the internal phone number. 	Contact your system administrator to clarify the number of digits required for dialing in your office.
Put a Call on Hold	<ul style="list-style-type: none"> During the call, press the FLASH button 	<ul style="list-style-type: none"> To return to the call, press the FLASH button again 	NOTE: Putting a call on Hold generates music or beeping tone.	Avoid putting a conference call on Hold. All participants will hear music or beeping.
Transfer a Call	<ul style="list-style-type: none"> Press the FLASH button to initiate the transfer 	<ul style="list-style-type: none"> Dial *08 + the number you want to transfer the call to 	<ul style="list-style-type: none"> Hang up to complete the transfer 	
Set up a Conference Call	<ul style="list-style-type: none"> During a call, press the FLASH button This will place the caller on hold You will hear a dial tone 	<ul style="list-style-type: none"> Dial the number of the party you wish to add to the conference 	<ul style="list-style-type: none"> When the party answers, press the FLASH button to add them to the call 	<ul style="list-style-type: none"> Repeat these steps to add additional parties to the conference.
Call Park	<ul style="list-style-type: none"> During an active call, press the FLASH button 	<ul style="list-style-type: none"> Dial * 05 	<ul style="list-style-type: none"> To retrieve a Parked call, pickup the handset Dial * 25 	NOTE: You can retrieve a parked call from any phone in the system that has the PARK feature available.

Action	Step 1	Step 2	Step 3	Step 4
Call Forward (All Calls)	<ul style="list-style-type: none"> Pickup the handset Dial 72 # 	<ul style="list-style-type: none"> Dial the number you want all your calls forwarded to, then Press # Hang up 	Review: 72# +number+# NOTE: Be sure to enter the number exactly as you would if you were calling the number (including any access numbers for outside lines)	NOTE: The next time you pick up the phone to place a call, you will hear “ Forward, Forward, Forward ” to remind you that the Forward feature is activated
Disable Call Forward ALL	<ul style="list-style-type: none"> Pick up handset 	<ul style="list-style-type: none"> Dial 73# or 72## 	<ul style="list-style-type: none"> Hang up 	
Call Forward (Busy)	<ul style="list-style-type: none"> Pickup handset Dial 76# 	<ul style="list-style-type: none"> Dial the number you want your calls forwarded to when your phone is busy, <i>then</i> Press # Hang up 	Review: 76# +number+# NOTE: The next time you pick up the phone to place a call; you will NOT be reminded that the Forward When Busy feature is activated.	NOTE: Calls forwarded to an outside number that are unanswered, will roll to voice mail at the forwarded destination (if available). Calls forwarded to an internal number that go unanswered, will be rolled to your voicemail (if available).
Disable Call Forward (Busy)	<ul style="list-style-type: none"> Pickup handset 	<ul style="list-style-type: none"> Dial 77# or 76## 	<ul style="list-style-type: none"> Hang up 	
Call Forward (No Answer)	<ul style="list-style-type: none"> Pickup handset Dial 78# 	<ul style="list-style-type: none"> Dial the number you want your calls forwarded to when your phone is busy, <i>then</i> Press # Hang up 	Review: 78# +number+# NOTE: The next time you pick up the phone to place a call; you will NOT be reminded that the Forward When Busy feature is activated.	NOTE: Calls forwarded to an outside number that are unanswered, will roll to voice mail at the forwarded destination (if available). Calls forwarded to an internal number that go unanswered, will be rolled to your voicemail (if available).

Action	Step 1	Step 2	Step 3	Step 4
Disable Call Forward (No Answer)	<ul style="list-style-type: none"> Pickup handset 	<ul style="list-style-type: none"> Dial 79# or 78## 	<ul style="list-style-type: none"> Hang up 	
Call Pickup	<ul style="list-style-type: none"> As a phone rings at an extension within your call group 	<ul style="list-style-type: none"> Pickup your handset 	<ul style="list-style-type: none"> Dial * 06 Begin speaking with the caller 	
Do Not Disturb	<ul style="list-style-type: none"> Pickup handset Dial * 04 	<ul style="list-style-type: none"> You will hear the phone pulse 3 times and then a dial tone This indicates the Do Not Disturb feature has been activated 	<p>NOTE: The next time you pick up the phone to place a call, you will hear “Private, Private, Private” to remind you that the Do Not Disturb feature is activated</p>	<p>NOTE: When Do Not Disturb and Call Forwarding are activated, you will hear “Private, Forward Private, Forward, Private, Forward”</p>
Disable Do Not Disturb	<ul style="list-style-type: none"> Pickup handset Dial * 04 	<ul style="list-style-type: none"> You will hear the phone pulse 3 times and then a dial tone This indicates the Do Not Disturb feature has been deactivated 		
Last Number Redial	<ul style="list-style-type: none"> Pickup handset 	<ul style="list-style-type: none"> Dial * 07 The phone will redial the last number called 	<p>NOTE: If your analog phone has a redial button, use it referring to the manufacturer’s manual.</p>	
Accessing Voice Mail at the office	<ul style="list-style-type: none"> Pickup handset Dial *09 	<ul style="list-style-type: none"> The system will prompt you to enter your voice mail password followed by the # sign. 	<ul style="list-style-type: none"> Once you have entered your password, use the voice mail menu to access messages, recordings, etc. 	
Accessing Voice Mail from outside the office	<ul style="list-style-type: none"> Pickup handset Dial your Xutel phone number 	<ul style="list-style-type: none"> When the voice mail system answers, press * 	<ul style="list-style-type: none"> Enter your password 	<ul style="list-style-type: none"> To navigate, follow voicemail menus

Action	Step 1	Step 2	Step 3	Step 4
Selective Call Forwarding	<ul style="list-style-type: none"> Pickup handset Press *63 or *83 A voice prompt indicates whether Selective Call Forwarding is enabled or disabled 	<ul style="list-style-type: none"> Press 1 – to enable or disable Selective Call forwarding Press 2 – to change the forwarding # Press 3 – to hear the forwarding # Press 4 – to add callers to the forwarding list 	<ul style="list-style-type: none"> Press 5 – to hear the list Press 6 – to remove callers from the list Press 7 – to repeat the menu options Press * - to return to the previous menu 	
Call Block	<ul style="list-style-type: none"> Pickup handset Dial *60 or *80 A voice prompt indicates whether Call Block is enabled or disabled 	<ul style="list-style-type: none"> Press 1 – to enable or disable Call Block Press 2 – to add last call received to the list Press 3 – to add a new # to the list 	<ul style="list-style-type: none"> Press 4 – to hear the current list Press 5 – to delete numbers from the Blocked list Press * - to repeat the menu 	NOTE: When call blocking is activated for a specific number, the caller will hear a recorded message that you are not accepting calls.
Anonymous Call Rejection	<ul style="list-style-type: none"> Pickup handset Dial *77 	<ul style="list-style-type: none"> Hang up 	<ul style="list-style-type: none"> Pickup handset To disable, Dial *87 Hang up 	NOTE: The caller gets a message that the party does not accept anonymous or blocked calls
Using an Authorization Code	<ul style="list-style-type: none"> Access an outside line by picking up the handset Press 9 # 	<ul style="list-style-type: none"> Enter the authorization code <p>NOTE: This code must be obtained from your VoicePipe™ system administrator</p>	<ul style="list-style-type: none"> When the correct code is entered, you will hear the dial tone Enter the number you wish to call 	
Using Billing Codes	<ul style="list-style-type: none"> Pickup handset Place a call to the party you wish to speak to 	<ul style="list-style-type: none"> During the call, dial * 02 plus Billing Code number, <i>then</i> Press # 	<p>NOTE: Billing codes are assigned by your Xutel exChange system administrator</p>	



Action	Step 1	Step 2	Step 3	Step 4
Call Back Queuing	<ul style="list-style-type: none">• If an outgoing line is unavailable• Dial *10	<ul style="list-style-type: none">• Hang up• When a line becomes available, the system calls your extension with a system ring (two short rings)	<ul style="list-style-type: none">• Answer the call to have the system automatically dial the number for you	

Speed Dial (Abbreviated Dial)

Speed dial can be configured in several ways:

- Personal Directory entries on the Xutel ExChange Web Portal; just Click to Call an entry
- Setting up Abbreviated Dial list. Access the abbreviated dial by using a Star Code + the two (2) digit number you assigned to represent the number

The Xutel ExChange Abbreviated Dial feature provides a flexible option for enabling up to 99 abbreviated dial numbers that you can configure. These numbers will not be available via the Xutel ExChange Web Portal.

Setup Abbreviated Dial

1. Dial 75#
2. The system voice prompt will lead you through the steps to setup an abbreviated dial number
 - a. Press 1 to program an abbreviated dial
 - b. Press the digits (00-99) you wish to use as the Abbreviated Dial or press * to exit
 - c. Enter the number you want to assign to this Abbreviated Dial code then press #. REMEMBER to enter any outbound dial digit required
 - d. Press the # key to save or press the * key to exit without saving

Using an Abbreviated Dial Code

1. Press *3 + the Abbreviated Dial Code for the number you want to reach
2. Press the Dial soft key and pickup the handset to complete the call

Delete an Abbreviated Dial Code

1. Dial 75#
2. The system voice prompt will lead you through the steps to setup an abbreviated dial number.
 - a. Press 1 to program an abbreviated dial.
 - b. Press the digits of the Abbreviated Dial you wish to delete followed by the # key.
 - c. A voice prompt will announce that no number has been entered, press the # key again.
 - d. Hang up to complete the delete.

ANALOG PHONES AND THE WEB PORTAL

An analog phone can access most of the features available on the Xutel ExChange web portal. However, some features function differently on the analog phone.

In order to use an analog phone to place and receive calls, the phone must be attached to a device that will convert the analog signal. In most cases, analog phones are connected to the Ata port. If this is not possible, check the Xutel ExChange Approved Phones list for other approved devices.

For the most part, analog phones can access all of the robust features on the Xutel ExChange system. The following is a list of features that function differently when using an analog phone with your Xutel ExChange extension.

Call Control

Because the Xutel ExChange system has no way to send a signal to an analog phone telling the device to go off-hook, a user must follow these steps to use Call Control to setup a call:

1. Enter a number into the dial field of the Call Control window
 2. THEN, go off-hook
 3. Then click **DIAL** to place the call.
- Once a call is up, a user can access all the other features through the Call Control window, including transfer, conference, park, pickup, release, and hold.

Click to Call through the Logs and Directories

- Follow the same steps in the Call Control section. Be sure to go off-hook before you click to call on the number listed in the Log or Directory

Reassign Phone

- Because an analog extension does not have a MAC address, analog extensions cannot be reassigned using the Reassign tab under the Options menu.