

Digium Switchvox D60 Phone Quick Start Guide

DIALING CALLS (no need to dial 9)

Pick up the handset, or press a line key and dial a number. Or, dial a number and press the **Dial** softkey.

You can also use **Contacts** or **Call Log** to find the number you want, and then press the **Dial** softkey. If you use **Contacts**, you can dial a coworker's **Voicemail**.

RECEIVING CALLS

Pick up the handset, or press a softkey; **Answer**, **Ignore**, **Transfer**, or **Send VM**. **Ignore** makes the call stop ringing but uses your **Call Rules**. **Transfer** lets you transfer the call. **Send VM** sends the call to your voicemail regardless of your call rules.

REDIAL

Press the **Redial** button to redial the last call you made. (If you have multiple lines, **Redial** automatically uses the correct line.)

HOLD

During a call, press **Hold**. The line key flashes red. Press either the flashing line key or the **Resume** softkey to resume the call.

TRANSFER

- **ASSISTED**—during a call, press the **Transfer** button. Enter a number or press the **Contacts** softkey to find a number. Press the **Dial** softkey. When someone answers, inform them of the call to be transferred. Press the **Transfer** softkey, and the transfer is completed.
- **UNASSISTED** (blind)—during a call, press the **Transfer** button. Enter a number or press the **Contacts** softkey to find a number. Press the **Transfer** softkey, and the transfer is completed.
- **TRANSFER TO VOICEMAIL**—if you used **Contacts** for a transfer, you can press the **Transfer VM** softkey instead of **Transfer**. That transfers that call to that contact's voicemail.

RECORD (not available to all users)

During a call, press the **Record** softkey to begin recording. Press **Stop Record** when you are done. Recordings are in your voicemail mailbox.

CONFERENCE (3-WAY CALLS)

During a call, press the **Conference** softkey. Dial the third participant's number, or use **Contacts**. Press the **Conference** softkey to connect all participants. To split a conference into separate calls with each participant, press the **Split** softkey and select the participant to drop from the call.

CONTACTS

Contacts are used for rapid dialing, and for finding detailed information about someone. You can use contacts from within **Transfer**, **Conference**, and **Forward Voicemail**. To see the **Detail** page for a contact, press the **Show** softkey in a list of contacts. Details include the person's **Status**.

Your contacts can also define your **Rapid Dial** Keys. Use the **Web User Suite** (Features>Phonebooks>Phonebook Options) to define those keys. The first 40 people on your **Rapid Dial** automatically display **Status** information.

VOICEMAIL

Press the **Messages** button to display your **Voicemail Inbox**. Any message with an asterisk (*) has not been played. To listen to a message, select it and press the **Play** softkey.

STATUS

Press the **Status** button or softkey to change your status. **Do Not Disturb** sends incoming calls to your voicemail (and declines queue calls). Your coworkers see your **Status** on their phone or Switchboard. You can use **Call Rules** to manage incoming calls based on different **Status Options**.

INFO

Press the **Info** button followed by a rapid dial key or a line key to display a detail page for that key.

MENU

The **Menu** application list options that are mostly for the Digium Switchvox administrator. Most likely, you will not need to use the Menu.



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|------------------------------|--------------------|--------------|
| 1. Message Waiting Indicator | 6. Mute | 11. Messages |
| 2. Line & Rapid Redial | 7. Keypad | 12. Redial |
| 3. Softkeys | 8. Volume | 13. Transfer |
| 4. Headset | 9. Confirmation | 14. Hold |
| 5. Speaker | 10. Navigation Pad | |

ADDITIONAL ADVANCED FEATURES

RAPID DIAL

Use the **Web User Suite** to define unused Line Keys as Rapid Dial Keys *Features>Phonebooks>Phonebook Options*.

MONITOR, WHISPER, BARGE (not available to all users)

On a contact's detail page, you may see the **Monitor** softkey (use **More...** to scroll through softkeys). Press it to monitor that person's active call. You can only monitor if the contact is on the phone. To **whisper** into the call, press 5 (only the contact can hear you). To **barge** into the call, press 6 (both parties can hear you).

QUEUES

Use this app to log into and out of call queues, and see queue details.

INTERCOM

On a contact's detail page, you may see the **Intercom** softkey if the contact is not on the phone. Press it to talk through that contact's phone speaker.

◆ Features requiring the **Web User Suite** will not be available until **Phase 2**. In addition, features may vary based on permissions assigned by the administrator.