IP Genie

Intelligently Bundled Technology as a Service

Telephone Features

Quick Start Guide

Feature	Instruction
Mute a Call	1. To mute a call, press the ⏺ key. The mute button icon will turn green *(GXP2160, GXP2130 and GXP1620 series phones only.)* 2. To release mute, press the ⏺ key again.
Place a Call On Hold	To place a call on hold, press the ⏸ key. To release the held call, press the flashing ⬤ key on the left side of the LCD display to continue the conversation.

> 💡 When a call is placed on hold, only you can resume the call and continue the conversation. If the caller wishes to speak to some-one else, use the call **transfer** or the **park** functions described in the following sections.

Feature	Instruction
Transfer a Call to Another Extension or Outside Line	1. While the caller is on the line, press the ☎-☎ key. 2. Dial an extension or another telephone number (within the continental United States). 3. Press the ☎-☎ key again. The call is transferred.

> 💡 If no one answers the phone once the call is transferred, the call-er will be directed to the other party's voicemail, if available. The call will not redirect back to you.

Feature	Instruction
Park a Call *(Select Installations Only)*	When a call is parked, anyone can access the parked call from either one of two park slots. This can be useful if an incoming caller needs to speak to a staff person who stepped away from their desk and the caller does not want to be transferred to voicemail. TO PARK A CALL: 1. Press the ⬤ sidecar/busy lamp field key labeled "Park." 2. Press the ⬤ sidecar/busy lamp field key labeled "Park Slot 1" or "Park Slot 2" — whichever is not in use. TO ANSWER A PARKED CALL: Pick up the handset and press the park slot light that is blinking.
Call Forwarding	If you will be out-of-office for an extended period of time, you can forward all calls to either another extension or outside phone number (such as a cell phone). TO FORWARD ALL CALLS: 1. Press the "FwdAll" soft key or press the 🔊 key followed by ✳ ⑦ ② 2. Enter the extension or telephone number that calls will be routed to. TO CANCEL CALL FORWARDING: Press the "CnclFw" soft key or press the 🔊 key followed by ✳ ⑦ ③
Do Not Disturb (DND)	To activate DND on your telephone, press the ⬤ sidecar busy lamp field marked "Do Not Disturb." To deactivate, press the "Do Not Disturb" button again.

Telephone Features

Quick Start Guide *(Continued)*

Feature	Instruction
Three-Way Conference Call	**TO INITIATE A CONFERENCE CALL:**

Your new IP-Genie phone system has the ability to initiate a three-way conference call right from your phone. Assuming you are already in a conversation and wish to bring a third party together in a three-way conversation:

1. Press the [⬡] key. The initial caller's [▭] key will flash.

2. Dial the second telephone or extension of the second party you wish to conference.

3. Press the (#) key.

When the other party answers and the second call is established, press the soft key that corresponds to the "ConfrCall" icon shown on the LCD display.

TO HOLD A CONFERENCE CALL:

1. Press the [❚❚] key. All parties will placed on hold.

2. You then have option to:

    a. Press the "ReConf" soft key to resume the conference for all; or

    b. Press one of the blinking [▭] keys to speak to someone individually.

TO END A CONFERENCE CALL:

The conference call will be terminated for everybody if the conference initiator:

Hangs up; or Presses the "End Call" soft key.

Certain functions of your new IP-Genie phone system use buttons called soft keys. The soft keys are located below the LCD window and correspond to icons displayed in the lower portion of the LCD window. Their function changes depending on the feature being accessed.

Place an Outgoing Call

There are four ways to make an outgoing call:

1. Pickup the handset and enter your desired telephone number or extension.

2. Press the [🔊] button and enter your desired telephone number or extension.

3. Enter your desired telephone number or extension and press the [☎] key.

4. If you are using a corded or wireless headset, press the [🎧] key and dial your desired telephone number.

When placing an out-of-office call, there is no need to dial "1" or "9" before your telephone number. Simply enter the area code and telephone number.

End an Outgoing Call

To end a call you can either:

1. Place the handset back on the phone cradle.

2. If you are on the speakerphone, press the [🔊] key again.

3. If you started the telephone call with the [☎] key or are using a Blue-tooth headset press the "end call" soft key below the LCD window.

IP Genie offers peace of mind with unique redundancy, fail-over and disaster recovery solutions for networks of all sizes.

IP Genie and its partners have facilities and networks in both the United States and Canada. Our operating platforms are some of the most automated in North America. With origins dating back to 2001, IP Genie is one of the most established VOIP digital phone service companies in North America.