



Zultys 22 Guide

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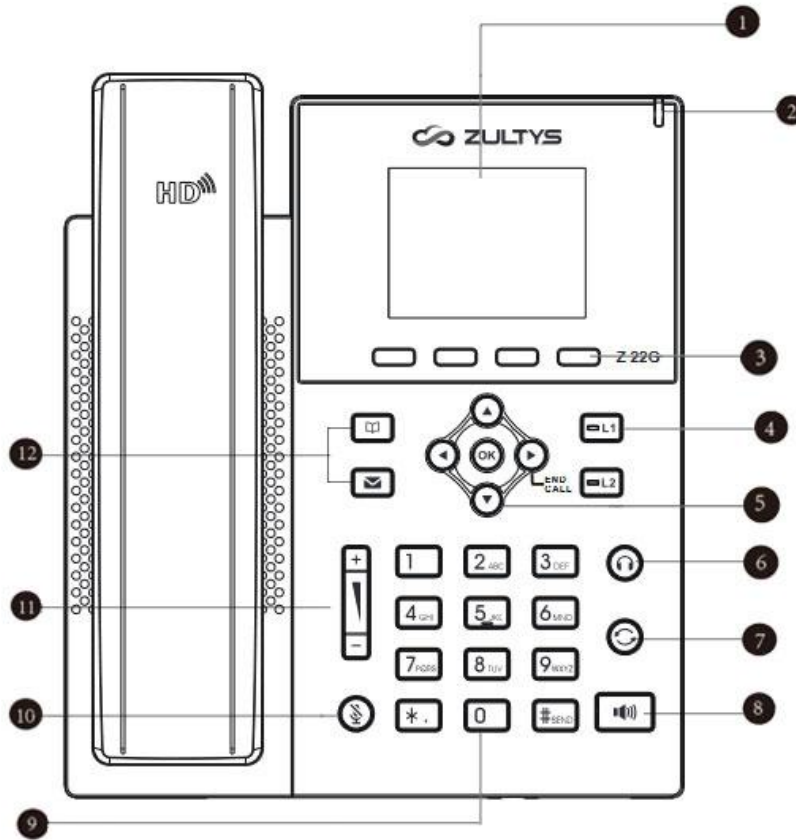


On-Premise Zultys Zultys 22 Guide

Overview

The purpose of this document is to help walk you through the features and functions of your new Zultys 22 Phone.

We're here to help! If you have any questions about the new functionality please reach out to us at support@datacommplus.com.



1	LCD Screen	Display menus and information depending on what you are doing at the time.
2	LED Indicator	Indicates phone status and will flash if there is a voicemail waiting
3	Soft Keys	Call functions that will change depending on what you are doing at the time.
4	Line Keys	Lights up when a call is put on hold
5	Directional Pad	Use to move through screen display
6	Headset	Activates using a headset on a phone call
7	Redial Button	Redial a prior number dialed
8	Speakerphone	Puts a live call on speaker
9	Dialpad	Dial a call through the Dialpad.
10	Mute Button	Mute or Unmute the microphone
11	Volume Button	Turn the volume up or down
12	Directory Message Button	Access contact listing Setup your voicemail or retrieve voicemails

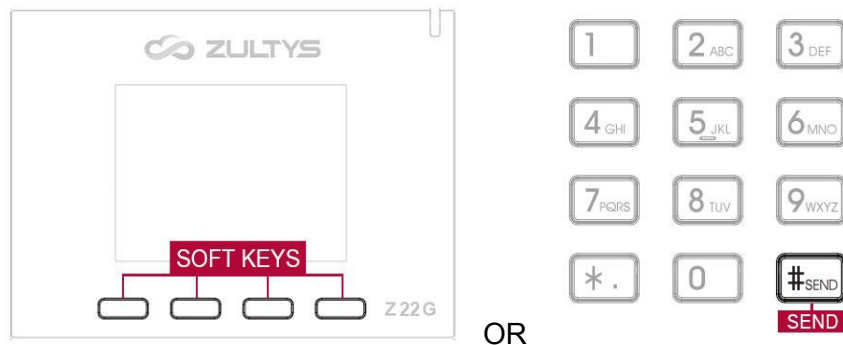
Answering and Placing a Call

Answering a Call

- Lift the handset, press the *Speakerphone* button, or press the Headset button (if enabled).

Placing a Call

- Lift the handset or press the *Speakerphone* button.
- Dial the number, and press the *Call Soft Key* or the # key



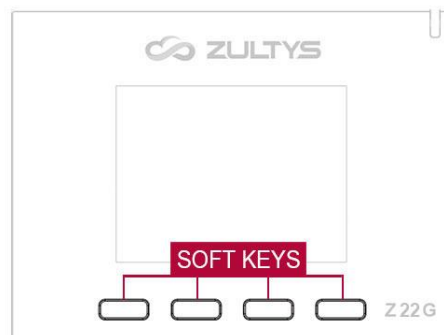
No prefix is required when placing an outbound call

Placing an Internal Call

- Dial the extension of the user + # or *Call Soft Key*
 - Example to dial extension 123: **123#**

Hold and Transfer

The Hold and Transfer keys are located within the Soft Key row.



Placing a Call on Hold

It is best practice to put a call on hold if you are the only user retrieving the call, otherwise follow the steps below for either parking a call or transferring a call

- While on a call, press the *Hold* key in the soft key row
- The options within the Soft Key row will change when you put a call on hold. To pick up the call off of hold select *Resume* option within the row of the soft keys.

You will also notice that the Line buttons will light up. You can select the line key that is lit up to resume a call on hold also. Since there are two lines you can put two calls on hold.



Transferring a Call

There are three options for transferring a call:

- Blind Transfer - Transfer a call directly
- Attended Transfer - Introduce a call before it is transferred
- Transfer to Voicemail - Transfer a call directly to voicemail

Blind Transfer

- While on a call, press the *Transfer* key followed by the extension you wish to transfer to and then *Transfer* again.
 - a. Example: Transferring a call to extension 123

(Transfer key)123(Transfer key)

Attended Transfer

Attended transfer allows you to introduce a call before you transfer the call.

- While on a call, press *Transfer*, the extension and then press the *Call* Soft Key or #. That will connect you with the person you are transferring the call to. Once you introduce the call, press *Transfer* again and the call will go through.
 - Example: Transferring a call to extension 123 after talking with the person first

(Transfer key)123(Call key) = Talk to the person and then select (Transfer key)

Transferring a Call to voicemail

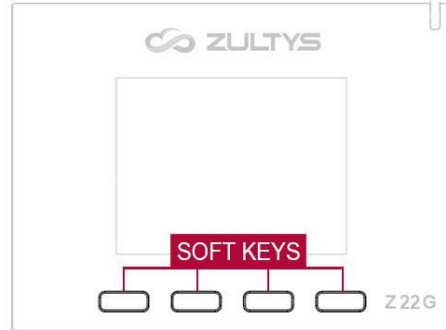
There will be times that the client requests to go directly to someone's voicemail or the person they are trying to reach requests they are transferred directly to their voicemail.

- While on a call, press the *Transfer* key followed by *86 + the extension number and then *Transfer* again.
 - Example: Transferring a call to the voicemail at extension 123

(Transfer key)*86123(Transfer key)

Conferencing

To create a conference call you will use the Soft Keys row.



- While on a call, press *Conference* located in the Soft Keys. This will place your call on hold and prepare you to dial a second call.
- Place your second call by dialing the phone number followed by the *Call* key. Once the new call is live, press the *Conference* key again. The calls will be merged.

- Example: Conferencing in the user at 123-123-1234


Live call (Conference key)(123-123-1234)(Call key) New call is picked up (Conference key)

The Soft Keys will perform relevant functions such as splitting the calls, leaving the call, etc. once the conference call is live.

Voicemail


Initial Voicemail Setup

You will want to set up your voicemail right away.

- Press the message button 
- The first time you access your voicemail, the PIN will be '1479'
- You will then need to change your PIN, record your name, greeting, and update any other option
 - Do not use your extension as the PIN number. Your extension number is used by us to process support requests so it cannot be the same.



Accessing Voicemail


- Press the message button 
- You can also access your voicemail from other phones by dialing *86 and enter your extension number and PIN when prompted

Accessing the General Voicemail

If you have access to the general voicemail box

- From your phone dial *86 and # right away
- You will be prompted to enter in the general voicemail extension number
- You will be prompted to enter in your extension number
- You will be prompted to enter your voicemail password

Changing Voicemail Settings

- Press the message button 
- You will be prompted to enter your PIN
- Press 4 to access the settings
 - Change Recorded Name or Greeting

If you need further assistance, please reach out to us at support@datacommplus.com. Once we receive your request one of our representatives will get back to you as soon as possible to help you with any of your phone system needs.