# Digium D6X Series Telephone User Guide

To place a call:

- Lift the handset and dial the number or press the speaker phone button to make a speaker phone call
- Internal Call: Dial the extension number of the location you are calling.

- At any time during a call to change to speakerphone press the **speakerphone** symbol at bottom of the home page (speaker phone button will light green when in use.)

When a call comes in this will appear on your screen → giving you the options to: Answer, send directly to voicemail, to automatically transfer the caller, or to ignore.
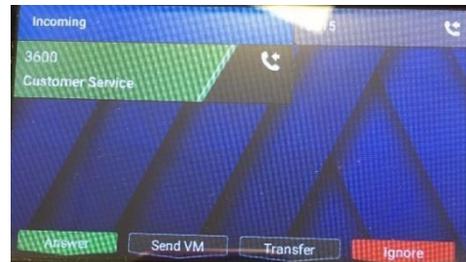
Hold:
- To place caller on hold, press the **Hold** key
- To pick up the caller that is on hold press the **Hold** key again or press the green "Resume" button (this will show on the screen above the first soft key).
- For putting a second call on hold press the hold key, the calls will show on your display and you can use the navigation pad to arrow up or down to the caller you would like to pick back up (there will be a white box around the active caller).
- **NOTE**: *calls placed on hold are only able to be picked back up by you.*

Park Orbit: *(putting a call on hold for another person)*

- If a call comes in for a specific person, and that person is on another call or away from their desk, the caller can be parked to an orbit number, and then picked up from any phone in the building.
- **To park a call:** Press the **Park** button (this will be an option on your screen when on a call) it will then display the orbit number that was assigned to that call being parked so you can distinguish from others.
- **To retrieve the call from ANY phone:** simply dial the orbit number (701-70X)
- **Another way to pick up the parked call:** select **More…** on your main screen then select **Parked Calls** and it will show all calls parked (starting at 701) within the company. There can be

up to 20 calls parked within the system. Simply scroll to the call you wish to pick up and press **Answer.**

If the parked call is not answered after 2 minutes, it will ring back to the original destination.

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To Transfer a Call:

- To transfer a call, press the **transfer** [(→( ] icon then dial the persons extension or external number.
- You can also transfer by pressing the **transfer** button then select person from either your **rapid dials** (on the right of your display-D65 phones only) or from **"contacts"** by arrowing down and selecting the person/ext.
- Once you have your person selected whom you wish to transfer the call to: the screen will display "**Transfer"** and **"Dial"** on the 1st and 2nd soft keys.
- To do a blind transfer, select **Transfer** and hang up.
- To announce the call being transferred, select **Dial,** then once finished announcing the call, then press **Transfer** and hang up.
- To cancel transfer press **"resume"** at any time or select the flashing red button in the upper right corner.

Conference Calls:

- **To make a conference call:** While connected to original caller, press the **Conference** button (this will be the first option in the lower left-hand side of the screen) and dial the person's extension or external number -once they answer press the **"conference "**button again to join the person(s) in.
- **You can have a maximum of 3 parties on a conference call.**
- **Split feature** allows you to talk to 1 of the 3 parties separate from the entire conference call**.**

Transfer to Voicemail:

- With a caller on the line, press and hold the users favorite key (to the right of the display), then select **Transfer Voicemail**

If the users favorite key is lit to show they are on a call transferring the call will automatically put the caller into their voicemail

- **Another way to transfer directly to voicemail:** press the [(→( ] **transfer** button then dial***56 + the extension.**

Microphone (Mute):

- To mute out yourself on a call or conference call press [mute icon] the **mute** icon on the bottom left of the home screen-this icon will then turn orange.

- To unmute, press mute again (the icon will then turn clear again).

Volume Controls:

- While on a call, or speakerphone at any time you can adjust the caller's volume by pressing

  the volume controls at the bottom of the phone.
- Also, while the phone is idle, you can press the volume controls to adjust ring volume.

Caller ID:

- To view Call History, select **Missed Calls** (this will appear on the bottom left of your screen)

- This will open a list that you can arrow down through
- If you wish to call any of the numbers back press **"Dial"** or you can select **"Details"** to show time call was received and duration.

On the home screen, it will also display the number of missed calls in the upper left.

Redial:

- To call back the last number you dialed, press the **Redial** button **Contacts:**

- By pressing the **Contacts** button (second button from the left on your screen) you can call the person by pressing their contact, or while on the phone you can transfer to them as well.
- You can see the status of the person through contacts as well by selecting **"show"** □ You can have up to 100 contacts stored in your phone.
- Once in Contacts menu: You can find contacts quickly by using the dial pad and start typing their name.
- Contacts are set through the user web interface.

Do Not Disturb/Setting Status:

- To change the status of your phone, select the **"Status"** button (second from the right on screen).
- From there, you can change your status to a variety of options:
- Once you select your status, press **"Set"** and it will say on the home screen, above logo, what you set it to.
- *NOTE: the "Available" status's and "Prefer Chat" will ring your phone and every other status will go straight to voicemail.*

Digium Voicemail User Guide

Setting Up Your Mailbox for The First Time:
- dial 899 **to access voicemail** and the default password (your extension) followed by **#.**
- Press 4 to change your password (passwords must be 4 digits in length)
- Dial 0 for "Mailbox Options"
- Press 1 for "unavailable" message (will play whether in DND or not) this is what you use as default
- Press 3 to change your name

Accessing Voicemail Messages:
- **When you receive a new voicemail**, it will appear on your screen in the upper left, and a light will flash red on the top right of your phone.

- You can listen to your messages by pressing the envelope button (or by dialing 400)
- This will open up the voicemail menu giving you the option to: play, call back, details (this will show message duration and time/date), move (to a different folder), forward, or delete.
- When you select the message, you want to listen to, while listening it will visually give you the options to: Rewind, Fast Forward, Pause, or Delete.

  To check your messages from another phone/or on a phone with multiple voicemail boxes:
    - Dial 400, when it asks for a password press **#**
    - (it will play a short error message) then when it asks for your mailbox, enter your extension

To Leave a Message Directly in Another User's Mailbox:
- By selecting the "Contacts" option on the home screen, select contact you wish to leave a voicemail with -then select "Dial VM".
- You can press # to skip over the person's greeting to get directly to the beep.

While Listening to Messages: *(manually by dialing 400)*
- Press 2 for advanced options: 1 reply, 2 to call, 3 to hear envelope info (time and date).
- Press 3 to change folders
- Press 4 to listen to previous message
- Press 5 to repeat message
- Press 6 for next message
- Press 7 to delete
- Press 8 to forward a message: Press 1 to prepend (add comments) or press 2 to forward with no comments
- Press 9 to save message
- Press * for help (will always repeat menu)
- Press # is to exit or hang up

To Change your Greeting:
- If you wish to change your greeting -**dial 899 to access voicemail** (swiping right and selecting voicemail icon will **not** work)
- Press 0 for mailbox options
- Press 1 to record your unavailable message (default message) ☐ Follow prompts to listen record and save as needed.

To Change Your Mailbox Password:
- Access mailbox (899), then option 4 to change password