Tidal Communication System User Reference

To make an outside call dial "9" then the phone number.

To transfer a call: There are 2 ways of transferring a call.
Blind transfer:

While talking to the caller, hit transfer, dial the extension number of the person you wish to transfer the caller to, then hit the transfer button a second time or hang up to complete the transfer.

Announcing the transfer:

While talking to the caller, hit transfer, dial the extension number, announce the call, then hit the transfer button a second time or hang up to complete the transfer. If the person you are transferring the call to does not wish to talk to the caller or they are not at their desk, hit the flashing green button on your phone to get the caller back.

To Transfer a call to a Voice Mail Box:

While talking to the caller, hit transfer, # and the extension number of the mailbox you wish to transfer the caller to and then hit the transfer button a second time or hang up to complete the transfer.

Logging into an Extension

*35*ext number*password#

Making a Conference call:

While on the phone with a caller, hit the conference button, dial the number of the caller you wish to add to the call, hit the conference button a second time to bring the first person into the call.

Park button:

A park button acts as a universal hold button, if a call is placed in a park zone, it can be taken off of park from any other system phone.

Parking a call:

While talking to the caller, hit Park, once the caller is parked, the park button will be flashing green on your phone and red on all other system phones, the caller can be picked up by any phone tied to the phone system.

Un-parking a call:

From any system phone hit the flashing red park button once or twice depending on phone.

Redial:

If you hit the redial button, you have the option of scrolling through the last phone numbers you have called from your phone by hitting the down arrow in the center of your phone. If you hit the redial button 2 times, it will redial the last number you dialed.

Placing a call on hold:

Press the Red Hold button, to take the call off of hold hit the green flashing button. If you place a call on hold on your phone, it can only be taken off of hold from your phone.

Volume button:

To adjust the ring volume of your phone hit the up or down arrow,

To adjust the handset volume, lift the hand set and hit the up or down arrow,

To adjust the speaker volume, hit the speaker button, then the up or down arrow.