Tidal Communications System User Reference

To initiate 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, press transfer, dial the extension number of the person you wish to transfer the caller to, then press the transfer button a second time or hang up to complete the transfer.

Announcing the transfer: While talking to the caller, press transfer, dial the extension number, announce the call, then press 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, press 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, press transfer, # and the extension number of the mailbox you wish to transfer the caller to and then press 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, press the conference button, dial the number of the caller you wish to add to the call, press 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, press 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 press the flashing red park button once or twice depending on phone.

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

Placing a call on hold: Press the Hold button, to take the call off of hold press 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 press the up or down arrow, To adjust the handset volume, lift the hand set and press the up or down arrow, To adjust the speaker volume, press the speaker button, then the up or down arrow.

Call Forward:

Press Features on the right softkey under your display. Toggle down to Forward using the arrow keys and press OK in the center of the arrow keys. You can select one of the following:

- Follow Me To… (Internal Extension Only)
- Follow Me Here… (Internal Extension Only)
- Forward Unconditional… (External number Such as a cell phone) Forwards immediately to the number. • Forward Busy No Answer… (External number Such as a cell phone) Forwards after selected # of rings.

After one of these is programmed with your destination (internal or external), you can turn it on and off as needed. You can also request to your System Administrator that Call Forward be added as a one touch dial feature.

Twinning

Allows calls to ring at an additional location (many select their cellphone). Can begin ringing immediately or after a designated number of rings. Must be added to your phone on a one touch button by the administrator. Can be turned on and off with this button.

Programming User BLF

Press the grey softkey Features on the bottom left of your display

Press Phone User

Press Self Administer Enter password if prompted and press done

Page down to find an available button Select the button you want to program

Page down to select User BLF Press DIR Select the user

Press Save

Programming Abbreviated Dialing

Press the grey softkey Features on the bottom left of your display

Press Phone User

Press Self Administer Enter password if prompted and press done

Page down to find an available button

Select the button you want to program

Page down to select Abbreviated Dialing Enter the number with 9 and 1 to precede the number

Press Save