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BizPhone

Small Business Phone System

CPE860 IP Conference Phone User Guide

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Welcome

Welcome to your iiNet BizPhone service!

If this is the first time you are using the iiNet BizPhone CPE860 Conference Phone, please refer first to the iiNet BizPhone CPE860 Conference Phone Quick Startup Guide to assemble and start up your handset. The BizPhone Quick Startup Guide is available on the BizPhone Resources page at www.iihelp.iinet.net.au/BizPhone_Support_Resources.

The topics covered in the Quick Startup Guide include:

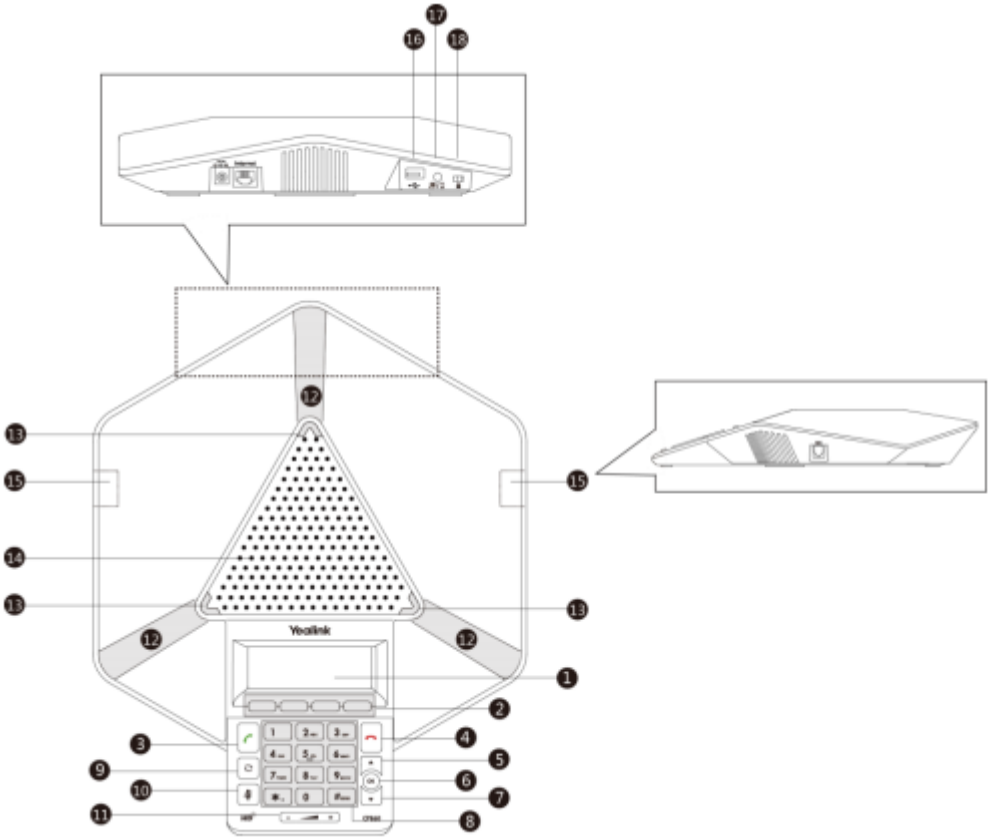
- Packaging Contents
- Assembling the Phone
- Starting up the Phone
- Basic Handset Settings
- Basic Call Features

If you require additional assistance with your new handset, please contact your System Administrator.

Overview

Hardware Component Instructions

The main hardware components of the BizPhone CPE860 IP Conference Phone are the LCD screen and the Keypad.

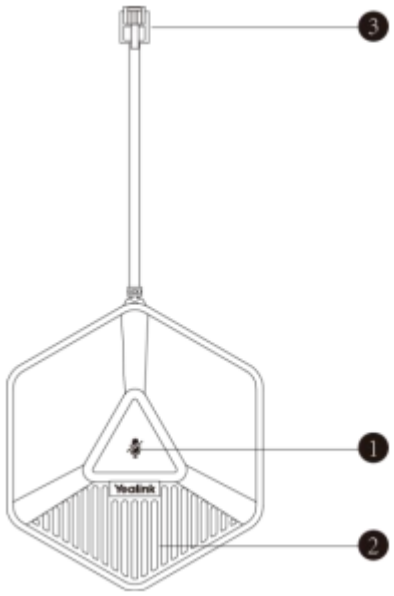


Hardware component instructions for the BizPhone CPE860 IP Conference Phone are:

	Item	Description
1	LCD Screen	Shows information about call, messages, soft keys, time, date and other relevant data: • Call information – Caller ID, Call Duration. • Icons (for example, DND). • Missed call text or second incoming caller information. • Prompt text (for example, “Saving config file!”).
2	Soft Keys	Label automatically to identify their context-sensitive features.
3	Off-hook Key	Enters the pre-dialling screen, places a call or answers a call.
4	On-hook Key	Ends a call or returns to the idle screen.
5		• Scrolls through the displayed information upwards. • Views call history list when the phone is idle.
6	OK	Confirms actions or answers incoming calls.
7		• Scrolls through the displayed information downwards. • Views the directory list when the phone is idle.

8	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
9	Redial Key	Redials a previously dialled number.
10	Mute Key	Toggles mute feature.
11	Volume Key	Adjusts the volume of the speaker and ringer.
12	Three Internal Microphones	Provide 10-feet (3-meters) and 360-degree coverage to transmit sound to other phones.
13	LED indicators	Indicate phone and call statuses.
14	Speaker	Provides hands-free (speakerphone) audio output.
15	Two MIC Ports	Allows you to connect two expansion microphones to your phone (optional).
16	USB Port	Allows you to connect a USB (optional) flash drive to your phone so you can record and play back calls.
17	PC/Mobile Port	Allows you to connect an optional PC or Mobile Device to your phone so you can connect the PC or mobile device audio to your phone.
18	Security Slot	Allows you to connect a universal security cable to your phone so you can lock down your phone. The phone will not be removed after being locked.

The following figure shows the primary hardware components of the CPE80 Expansion microphone:



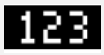
Note:

- The BizPhone Conference plan does not include the CPE80 expansion microphone.
- The BizPhone Conference Plus plan includes 2x CPE80 expansion microphones.

	Item	Description
1	Mute Indicator LED	Toggles and indicates mute feature.
2	Microphone	Transmits sound to other phones.
3	MIC Connector	Allows you to connect to the MIC port on the phone.

Icon Instructions

Below are descriptions of the icons that may appear on the LCD screen:

Icon	Description
	Network is unavailable.
	Registered successfully.
	Register failed.
	Registering.
	Hands-free speakerphone mode.
	Text Message.
	Do Not Disturb
	Call Hold.
	Call Mute.
	Ringer volume is 0.
	Alphanumeric input mode.
	Numeric input mode.
	Multi-lingual lowercase letters input mode.
	Multi-lingual uppercase letters input mode.
	Multi-lingual uppercase and lowercase letters input mode.
	Call Forward/Forwarded Calls.
	Missed Calls.
	Received Calls.
	Placed Calls.
	Call and Conference Recording.
	USB flash drive is detected.
	USB flash drive is detecting.
	High Definition Voice.

LED Instructions

Power Indicator LED

LED Status	Description
Solid Red	The phone is initialising. The call is muted.
Flashing Red	The phone is ringing.
Solid Green	The phone is placing a call. There is an active call on the phone.
Flashing Green	The call is placed on hold or is held.
Off	The phone is powered off. The phone is idle.

Customising Your Phone

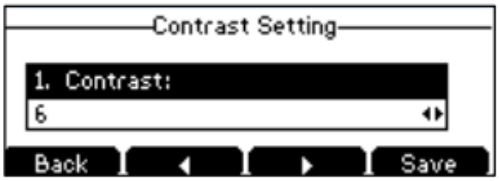
General Settings

Contrast

You can configure the contrast of the LCD screen to a comfortable level. The intensity of contrast ranges from 1 to 10, with 10 being the highest intensity.

To configure the contrast on your phone:

1. Press **Menu** → **Settings** → **Basic Settings** → **Display** → **Contrast.**
2. Press the ◀ or ▶ soft key to decrease or increase the intensity of the contrast.
   Note: The default contrast level is 6.



3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

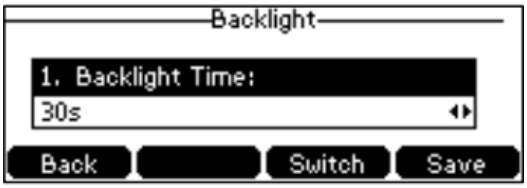
Backlight

You can configure the backlight to adjust the brightness of the LCD screen. Backlight on the LCD screen can be configured from the following options:

- Always On: Backlight is on permanently.
- Always Off: Backlight is off permanently.
- 15s, 30s, 60s, 120s, 300s, 600s or 1800s: Backlight is turned off when the phone is inactive after the designated time (in seconds).

To configure the backlight on your phone:

1. Press **Menu** → **Settings** → **Basic Settings** → **Display** → **Backlight Settings.**
2. Press the ◀ or ▶ soft key to select the desired value from the **Backlight Time** field.



3. Press the **Save** soft key to accept the change of **Back** to cancel.

Language

The default language of the phone user interface is English.

To change the language on your phone:

1. Press **Menu** → **Settings** → **Basic Settings** → **Language.**
2. Press or to select the desired language.

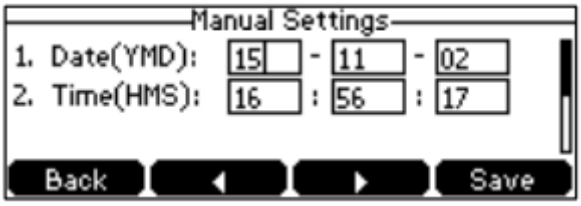
3. Press the **Save** soft key to accept the change. Text displayed on the phone user interface will change to the selected language.

Time and Date

The time and date are displayed on the LCD screen when the phone is idle. You can configure the date and time manually via the phone interface.

To configure the time and date manually on your phone:

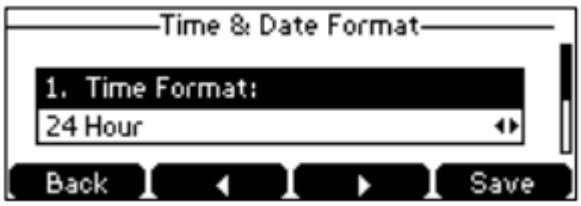
1. Press **Menu** → **Settings** → **Basic Settings** → **Time & Date** → **Manual Settings**
2. Enter the specific time and date.



3. Press the **Save** soft key to accept the change. The time and date displayed on the LCD screen will change accordingly.

To configure the time and date format on your phone:

1. Press **Menu** → **Settings** → **Basic Settings** → **Time & Date** → **Time & Date Format**
2. Press ◀ or ▶ soft key to select the desired time format (12 Hour or 24 Hour) from the **Time Format** field.



3. Press ◀ or ▶ soft key to select the desired date format from **Date Format** field.
4. Press the **Save** soft key to accept the change or **Back** to cancel.

There are 7 available date formats:

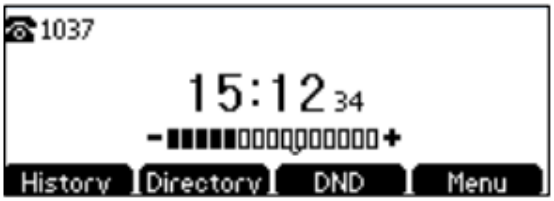
Date Format	Example (2014-7-26)
WWW MMM DD	Sat Jul 26
DD-MMM-YY	26-Jul-14
YYYY-MM-DD	2014-07-26
DD/MM/YYYY	26/07/2014
MM/DD/YY	07/26/14
DD MMM YYYY	26 Jul 2014
WWW DD MMM	Sat 26 Jul

Audio Settings

Volume

You can press the volume key to adjust the ringer volume when the phone is idle. You can also press the volume key to adjust the receiver volume of currently engaged audio devices (handset, speakerphone or headset) when the phone is in use.

To adjust the volume when the phone is idle: Press to adjust the ringer volume.



To adjust the volume when the phone is during a call: Press to adjust the speaker volume.

Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish your phone from your neighbour's.

To select a ring tone for your phone:

1. Press **Menu** → **Settings** → **Basic Settings** → **Sound** → **Ring Tones** → **Common.**
2. Press or to select the desired ring tone.

3. Press the **Save** soft key to accept the change or **Back** soft key to cancel.

Contact Management

Directory

To view the directory on your phone:
Press the **Directory** soft key when the phone is idle. The LCD screen displays the enabled list(s) in the directory.

If there is only one list in the directory, press the **Directory** soft key to enter this list directly.

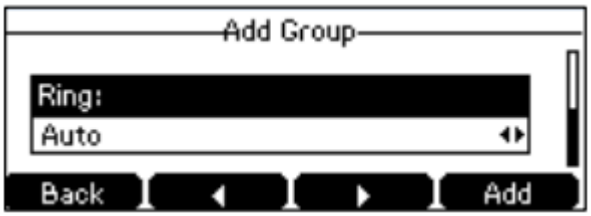
Local Directory

To add a group to a Local Directory:

1. Press the **Directory** soft key.
   The IP Phone enters the local directory directly as there is only one Local Directory enabled in the directory by default.

   If the Local Directory is removed from the directory, press **Menu** → **Directory** → **Local Directory** to enter the Local Directory.

2. Press the **AddGr** soft key.
3. Enter the desired group name in the **Name** field.



4. Press ◀ or ▶ soft key to select the desired ring tone from the **Ring** field.
   If **Auto** is selected, this group will use the ring tone specified for the contact.
5. Press the **Add** soft key to accept the change or **Back** soft key to cancel.

Editing Groups

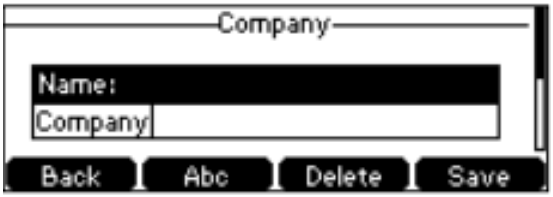
To edit the group in the local directory:

1. Press the **Directory** soft key.
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.

   If the Local Directory is removed from the directory, press **Menu** → **Directory** → **Local Directory** to enter the Local Directory.

2. Press or to highlight the desired contact group.
3. Press the **Option** soft key and then select **Detail**.

4. Press or to highlight the group information and then edit.

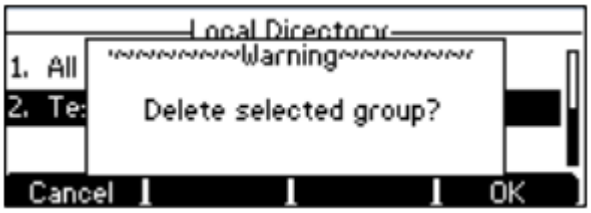


5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Deleting Groups

To delete a group from the local directory:

1. Press the **Directory** soft key.
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.
   If the Local Directory is removed from the directory, press **Menu** → **Directory** → **Local Directory** to enter the Local Directory.
2. Press or to highlight the desired contact group.
3. Press the **Option** soft key and then select **Delete**.
   The LCD screen prompts the following warning:



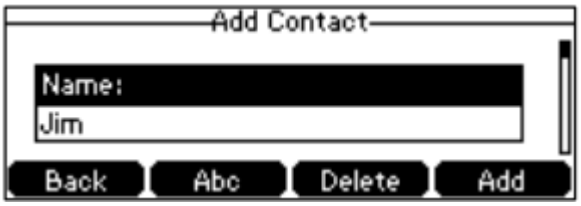
4. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.
   You can also delete all groups from the local directory by pressing the **Option** soft key and then select **Delete All**.

Adding Contacts

Adding Contacts Manually

To add a contact to a local directory manually:

1. Press the **Directory** soft key.
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.
   If the Local Directory is removed from the directory, press **Menu** → **Directory** → **Local Directory** to enter the Local Directory.
2. Select the desired contact group and press the **Enter** soft key.
3. Press the **Add** soft key.
4. Enter the name and the office, mobile or other numbers in the corresponding fields.



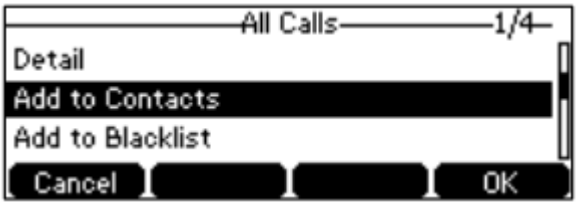
5. Press ◀ or ▶ soft key to select the desired ring tone from the **Ring** field.
   If **Auto** is selected, this contact will use the ring tone according to the priority.
6. Press ◀ or ▶ soft key to select the desired group from the **Group** field.
7. Press **Add** soft key to accept the change or the **Back** soft key to cancel.

Note: If the contact already exists in the directory, the LCD screen will prompt "Contact name existed!".

Adding Contacts from Call History

To add a contact to a local directory from Call History:

1. Press the **History** soft key.
2. Select the desired call history list and press the **Enter** soft key.
3. Press or to highlight the desired entry.
4. Press the **Option** soft key, and then select **Add to Contacts.**

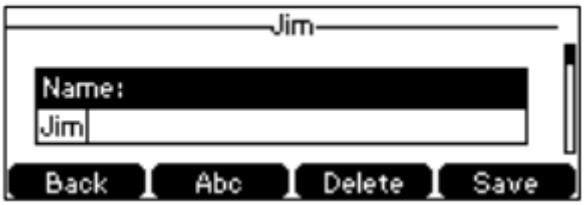


5. Enter the contact name.
6. Press the **Save** soft key to accept the change.

Editing Contacts

To edit a contact in the local directory:

1. Press the **Directory** soft key.
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.
   If the Local Directory is removed from the directory, press **Menu** → **Directory** → **Local Directory** to enter the Local Directory.
2. Select the desired contact group and press the **Enter** soft key.
   If the contact is not in any group, select **All Contacts** and press the **Enter** soft key.
3. Press or to highlight the desired contact.
4. Press the **Option** soft key, and then select **Detail**.

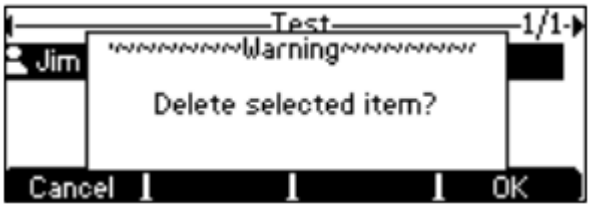


5. Press or to highlight the contact information and then edit.
6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Deleting Contacts

To delete a contact from the local directory:

1. Press the **Directory** soft key.
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.
   If the Local Directory is removed from the directory, press **Menu** → **Directory** → **Local Directory** to enter the Local Directory.
2. Select the desired contact group and press the **Enter** soft key.
   If the contact is not in any group, select **All Contacts** and press the **Enter** soft key.
3. Press or to highlight the desired contact.
4. Press the **Option** soft key, and then select **Delete** from the prompt list.
   The LCD screen prompts the following warning:



5. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

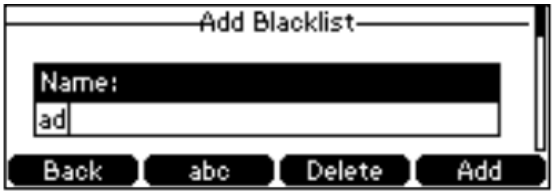
You can also delete all contacts by pressing the **Option** soft key, and then selecting **Delete All.**

Blacklist

The built-in phone directory can store names and phone numbers for a blacklist. You can store up to 30 contacts and add, edit, delete and even call a contact in the blacklist directory. Incoming calls from blacklist directory contacts will be rejected automatically.

To add a contact to the blacklist directory manually:

1. Press **Menu** → **Directory** → **Blacklist**.
2. Press the **Add** soft key.
3. Enter the name and the office, mobile or other numbers in the corresponding fields.



4. Press the **Add** soft key to accept the change or the **Back** soft key to cancel.

To add a contact to the blacklist directory from the local directory:

1. Press the **Directory** soft key.
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.
   If the Local Directory is removed from the directory, press **Menu** → **Directory** → **Local Directory** to enter the Local Directory.
2. Select the desired contact group and press the **Enter** soft key.
3. Press or to highlight the desired contact.
4. Press the **Option** soft key and then select **Add to Blacklist**.
   The LCD screen prompts the following warning:

5. Press the **OK** soft key to confirm the setting.

Call History Management

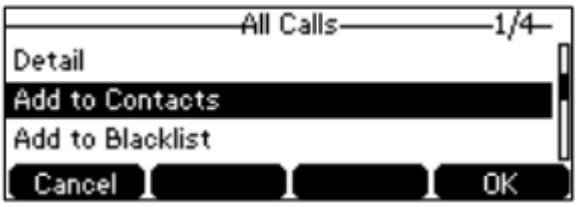
The CP860 Conference IP Phone maintains call history lists of Placed Calls, Received Calls, Missed Calls and Forwarded Calls. Call history lists support up to 400 entries. You can view call history, place a call, add a contact or delete an entry from the call history list. Call History feature is enabled by default.

To view Call History:

1. Press the **History** soft key.
   The LCD screen displays all call records.
2. Select the desired call history list and press the **Enter** soft key.
3. Press or to highlight the desired entry.
4. Press the **Option** soft key, and then select **Detail**.
   The detailed information of the entry appears on the LCD screen.

To add a contact to the Local Directory (or Blacklist) from the Call History list:

1. Press the **History** soft key.
2. Select the desired call history list and press the **Enter** soft key.
3. Press or to highlight the desired entry.
4. Press the **Option** soft key, and then select **Add to Contacts (Add to Blacklist)**.



5. Enter the desired values in the corresponding fields.
6. Press the **Save** soft key to accept the change.

To delete an entry from the Call History list:

1. Press the **History** soft key.
2. Select the desired call history list and press the **Enter** soft key.
3. Press or to highlight the desired entry.
4. Press the **Delete** soft key.

To delete all entries from the Call History list:

1. Press the **History** soft key.
2. Select the desired call history list and press the **Enter** soft key.
3. Press the **Option** soft key, and then select **Delete All**.
4. Press the **OK** soft key.
   The LCD screen prompts “Delete all the call records?”

5. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.

Basic Call Features

Placing Calls

To place a call using the handset:

- Press to obtain a dial tone.
  Enter the desired number using the keypad.
  Press , or the **Send** soft key.
- Enter the desired number using the keypad.
  Press , or the **Send** soft key.

To place multiple calls:

- Press . The active call is placed on hold.
  Enter the desired number using the keypad.
  Press , or the **Send** soft key.
- Press the **Hold** soft key to place the original call on hold.
- Press the **NewCall** soft key.
  Enter the desired number using the keypad.
  Press , or the **Send** soft key.

You can press or to switch between calls, and then press the **Resume** soft key to retrieve the desired calls.

Placing Calls from Local Directory

To place a call to a contact from the local directory:

1. Press the **Directory** soft key.
   The IP phone enters the local directory directly as there is only Local Directory enabled in the directory by default.
   If the Local Directory is removed from the directory, press **Menu** → **Directory** → **Local Directory** to enter the Local Directory.

2. Select the desired contact group and press the **Enter** soft key.
3. Press or to highlight the desired contact.
4. Do one of the following:
   a. If only one number for the contact is stored in the local directory, press the **Send** soft key to dial out the number.

b. If multiple numbers for the contact are stored in the local directory, press the **Send** soft key to display a list of numbers. Press or to highlight the desired number. Press the **Send** soft key to dial out the number.

Placing Calls from Call History

To place a call from the Call History list:

1. Press the **History** soft key.
2. Select the desired call history list and press the **Enter** soft key.
3. Press or to highlight the desired entry.
4. Press the **Send** soft key.

Answering Calls

Answering when not in another call

To answer a call:
Do one of the following:

- Press .
- Press the **Answer** soft key.
- Press .

Answering when in another call

If you have an active call and an incoming call arrives on your phone, do the following:

- Press the **Answer** soft key. The incoming call is answered and the original call is placed on hold.
- Press to access the new call.
- Press , , or the **Send** soft key.
  The incoming call is answered and the original call is placed on hold.

Ending Calls

To end a call:
Do one of the following:

- Press **End Call** soft key.
- Press .

Note: To end a call placed on hold, you can press the **EndCall** soft key to end the call directly, or press the **Resume** soft key to resume the call before ending it.

Redialling Numbers

To redial the last dialled number from your phone:

Press twice. A call to your last dialled number is attempted.

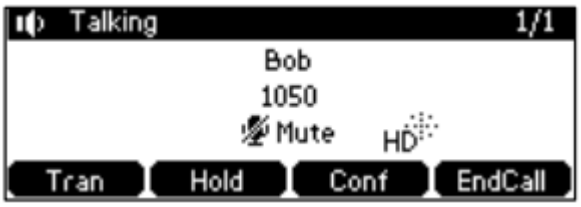
To redial a previously dialled number from your phone:

1. Press when the phone is idle.
2. Press or to select the desired entry from the placed calls list.
3. Press , or the **Send** soft key.

Call Mute

You can mute the microphone of the active audio device (handset, headset and speakerphone) during an active call so that the other party cannot hear you.

To mute a call: Press during an active call. The LCD screen indicates that the call is now muted. The mute key illuminates solid red when the call is muted.



To un-mute a call: Press again to un-mute the call.

To mute a call if you use expansion microphones:

Press on the phone or tap on the top of the expansion microphone during an active call. The LED indicators on the phone and the mute indicator LED on the expansion microphone illuminate solid red.

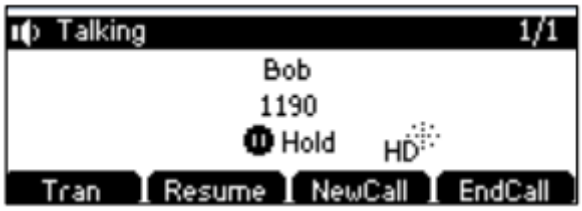
To un-mute a call:

Press on the phone or tap on the top of the expansion microphone again to un-mute the call.

Call Hold/Resume

You can place an active call on hold. Only one active call can be in progress at any time. Other calls can be made and received while placing the original call on hold. When you place a call on hold, your BizPhone service may play music to the other party while waiting.

To place a call on Hold:
Press the **Hold** soft key during a call. LED indicators flash green. The LCD screen indicates that the call is on hold.



Note: the phone will beep softly every 30 seconds to remind you that you still have a call on hold.

To resume a held call: Press the **Resume** soft key.

Multiple Calls on Hold

If multiple calls are placed on hold, do one of the following:

- Press or to switch between the calls, and then press the **Resume** soft key to retrieve the desired call.

If more than one call is placed on hold, a numbered prompt appears on the LCD screen, for example “2/3”, indicating that this is the second call out of three calls.

Do Not Disturb

You can use DND to reject incoming calls automatically on the phone. The prompt message “**n new Missed Call(s)**” (“n” indicates the number of new missed calls) will appear on the LCD screen, and callers will receive a busy message. All calls you receive while DND is enabled are logged to your missed calls list.

To activate DND on your phone:
Press the **DND** soft key when the phone is idle. The DND icon on the idle screen indicates that DND is enabled. Incoming calls will be rejected automatically and the prompt message “**n New Missed Call(s)**” (“n” indicates the number of missed calls) will appear on the LCD screen.

Note: Do Not Disturb is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Call Forward

You can configure your phone to forward incoming calls to another party through static forwarding. You can also forward incoming calls while your phone is ringing (dynamic forwarding).

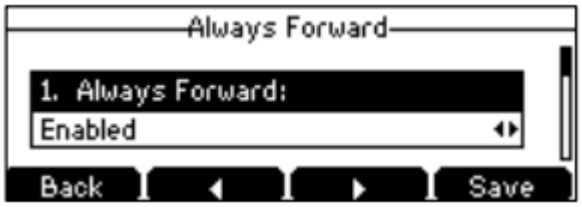
Static Forwarding

There are three types of Static Forwarding:

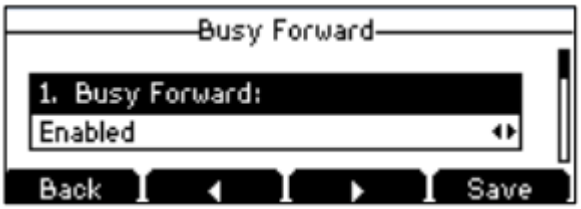
- Always Forward: Incoming calls are immediately forwarded.
- Busy Forward: Incoming calls are immediately forwarded if the phone is busy.
- No Answer Forward: Incoming calls are forwarded if not answered after a period of time.

To enable Call Forward on your phone:

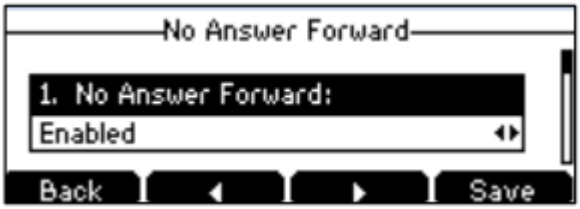
1. Press **Menu** → **Features** → **Call Forward**.
2. Press or to select the desired forwarding type.
3. Press the **Enter** soft key.
4. Depending on your selection;
    a. If you select **Always Forward**:
        i. Press ◀ or ▶ soft key to select **Enabled** from the **Always Forward** field.



        ii. Enter the destination number you want to forward all incoming calls to in the **Forward to** field.
        iii. (Optional) Enter the always forward on or off code respectively in the **On Code** or **Off Code** field.
    b. If you select **Busy Forward:**
        i. Press ◀ or ▶ soft key to select **Enabled** from the **Busy Forward** field.



        ii. Enter the destination number you want to forward all incoming calls to when the phone is busy in the **Forward to** field.
        iii. (Optional) Enter the busy forward on or off code respectively in the **On Code** or **Off Code** field.
    c. If you select **No Answer Forward:**
        i. Press ◀ or ▶ soft key to select **Enabled** from the **No Answer Forward** field.



ii. Enter the destination number you want to forward all unanswered incoming calls to in the **Forward to** field.
iii. Press ◀ or ▶ soft key to select the ring time to wait before forwarding from the **After Ring Time** field. The default ring time is 12 seconds.
iv. (Optional) Enter the no answer forward on code or off code respectively in the **On Code** or **Off Code** field.

5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel. The ↱ icon on the idle screen indicates that the call forward is enabled.

To disable Call Forward on your phone:

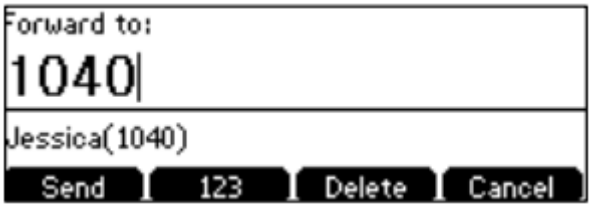
1. Press **Menu** → **Features** → **Call Forward**.
2. Press ▲ or ▼ to select the desired forwarding type.
3. Press **Enter** soft key.
4. Press ◀ or ▶ soft key to select **Disable** to disable the call forward.
5. Press the **Save** soft key to accept the change.

Note: Call Forward is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

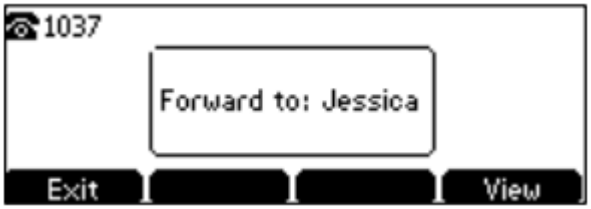
Dynamic Forwarding

To forward incoming call to another party:

1. When the phone is ringing, press the **Forward** soft key.
2. Enter the number you want to forward the incoming call to.



3. Press ✆, OK or the **Send** soft key. The LCD prompts a call forward message:



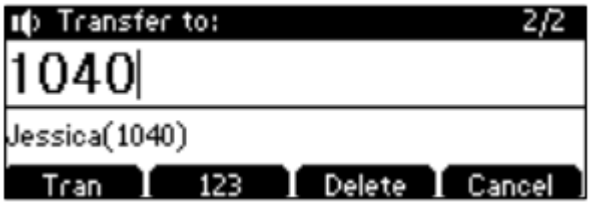
Call Transfer

You can transfer a call to another party in one of three ways:

- Blind Transfer: Transfer a call directly to another party without consulting.
- Semi-Attended Transfer: Transfer a call when the target phone is ringing.
- Attended Transfer: Transfer a call with prior consulting.

To perform a blind transfer:

1. Press the **Tran** soft key during a call.
2. Enter the number you want to transfer the call to.



3. Press the **Tran** soft key to complete the transfer. Then the call is connected to the number to which you are transferring.

To perform a semi-attended transfer

1. Press the **Tran** soft key during a call.
2. Do one of the following:
    a. Enter the number you want to transfer the call to.
    b. Press the **Directory** soft key, and then select **Local Directory**. Select the desired group and search for the contact (Directory should be configured in advance).
    c. Press the **Directory** soft key, and then select **History**. Select the desired list and press or to select the entry (Directory should be configured in advance).
3. Press , to dial out.
4. Press the **Tran** soft key to complete transfer when receiving ring back.

To perform an attended transfer:

1. Press the **Tran** soft key during a call.
2. Do one of the following:
    a. Enter the number you want to transfer the call to.
    b. Press the **Directory** soft key, and then select **Local Directory**. Select the desired group and search for the contact (Directory should be configured in advance).
    c. Press the **Directory** soft key, and then select **History**. Select the desired list and press or to select the entry (Directory should be configured in advance).
3. Press , to dial out.
4. After the party answers the call, press the **Tran** soft key to complete the transfer. You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

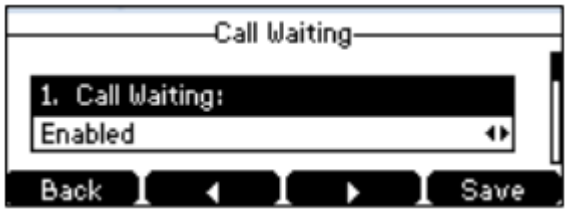
Call Waiting

You can enable or disable call waiting on the phone. If the call waiting is enabled, you can receive another call while there is already an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the

phone. You can also enable or disable the phone to play a warning tone when receiving another call.

To configure Call Waiting on your phone:

1. Press **Menu** → **Features** → **Call Waiting**.
2. Press ◀ or ▶ soft key to select **Enabled** from the **Call Waiting** field.



3. Press ◀ or ▶ soft key to select **Enabled** from the **Play Tone** field.
4. (Optional) Enter the call waiting code on or off respectively in the **On Code** or **Off Code** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note: Call Waiting is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Three-Way Conference

The CPE860 IP Conference Phone supports up to 5 parties (including yourself) in a conference call.

To set up a conference call:

1. Place a call to the first party.
2. When the first party answers the call, press the **Conf** soft key to place a new call. The active call is placed on hold.
3. Enter the number of the second party and press , or the **Send** soft key.
4. When the second party answers the call, press the **Conf** soft key again to join all parties in the conference.

To set up a conference call with an active call and a call on hold:

1. Establish two calls on the phone.
2. Press or to select an active call.
3. Press the **Conf** soft key to join the two calls in the conference.

To join more parties in an established conference call:

1. Press the **Manage** soft key after conference call is established.
2. Press the **NewCall** soft key when the party answers.
3. Enter the number of the second party, and press , or the **Send** soft key.
4. Press the **Conf** soft key when the party answers.
5. Repeat Steps 1 to 4 to join more parties in the established conference call.

During the conference calls, you can perform the following actions:

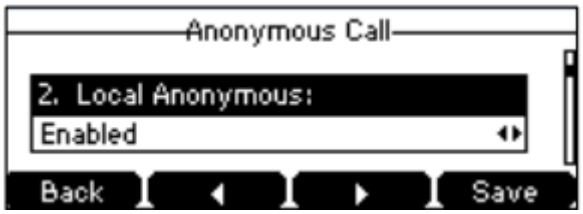
- Press the **Hold** soft key to place the conference on hold.
- Press the **Split** soft key to split the conference call into two individual calls on hold.
- Press the **Manage** soft key, and then press or to select the desired party.
- Press the **Far Mute** soft key to forbid the party from speaking. The muted party can hear everyone, but no one can hear the muted party.
- Press the **Remove** soft key to remove the party from the conference call.
- Press the **New Call** soft key to place a new call.
- Press the **Back** soft key to return to previous interface.
- Press to **Mute** the conference call.
- Press or the **End Call** soft key to drop the conference call.

Anonymous Call

You can use Anonymous Call to block your identity and phone number from appearing to the called party when you call someone.

To configure Anonymous call on the phone:

1. Press **Menu** → **Features** → **Anonymous Call.**
2. Press to select **Local Anonymous** and then press the ◀ or ▶ soft key to select **Enabled** from the **Local Anonymous** field.



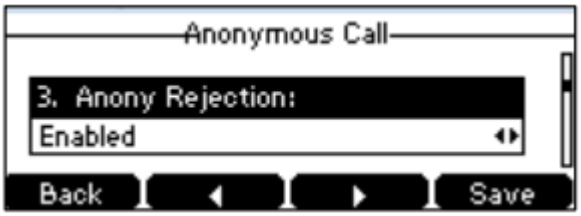
3. (Optional) Press the ◀ or ▶ soft key to select the desired value from the **Send Anony Code** field.
   The phone will send the configured on code or off code depending on your selection when you enable or disable anonymous call feature on the phone.
4. (Optional) Enter the Anonymous Call on code in the **On Code** field.
5. (Optional) Enter the Anonymous Call off code in the **Off Code** field.
6. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Anonymous Call Rejection

You can use Anonymous Call Rejection to reject incoming calls from anonymous callers.

To configure Anonymous Call Rejection on the phone:

1. Press **Menu** → **Features** → **Anonymous Call.**
2. Press or to scroll in the **Anony Rejection** field.
3. Press the ◀ or ▶ soft key to select **Enabled** from the **Anony Rejection** field.



4. (Optional) Press or to select the desired value from the **Send Reject Code** field. The phone will send the configured reject on code or off code depending on your selection when you enable or disable anonymous call rejection feature on the phone.
5. (Optional) Enter the Anonymous Call Rejection on code in the **On Code** field.
6. (Optional) Enter the Anonymous Call Rejection off code in the **Off Code** field.
7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Advanced Phone Features

Voice Mail

Your Voice Mailbox is pre-configured and ready to use as soon as you receive your CPE860 IP Conference Phone. You can listen to voice mails that are stored in your voice mailbox. When receiving a new voice mail, the phone will play a warning tone, and the power indicator LE will slow flash red. The LCD screen will prompt that the phone receives a new message and display an incon.

To listen to Voice Mail:

1. When the LCD screen prompts that the phone receives a new voice mail, you can press the **Connect** soft key to dial the Voice Portal.
2. Enter your Voice Portal passcode. Follow the voice prompt to listen to your Voice Mail.

   Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.

Call and Conference Recording

If you insert a USB flash drive into the USB port on your phone, you can record active calls and conferences on your phone. Recordings are stored as *.wav files on the USB flash drive.

When your phone is idle, and you insert a USB flash drive into the USB port on your phone, the phone will detect the USB flash drive and display the prompt message “USB inserted” and the icon.

If the phone detects the USB flash drive, the icon will display on the idle screen.

The **Start REC** soft key controls the recording function, and is available:

- When there are one or more calls connected to your phone.
- During an active call.
- When calls are on hold or muted.
- During an attended transfer.
- During a conference call.

The **Start REC** soft key is not available when:

- There are no connected calls on your phone.
- You place a new call.
- The phone prompts you to answer an incoming call.

The recording is not paused when the following occurs:

- You place a call on hold.
- You mute a call.
- You set up a conference call.
- You perform the attended or semi-attended transfer.
- An incoming call arrives on your phone.

Call Recording

To record a call:

Press the **More** soft key, and then press **Start REC** soft key during a call.

The LCD screen prompts the approximate time remaining (depending on the free space of the USB flash drive) and displays the ● icon and recording duration.

If you press the **Hold** soft key while recording, only you are recorded.

If you press while recording, only the other party is recorded.

If there is insufficient free space (less than 1 hour) on the USB flash drive during recording, recording is automatically stopped, and the LCD screen prompts the following:

Note: You can hold, transfer or set up a conference call while recording.

When you end a call while recording, the recording will be stopped and saved to the USB flash drive automatically.

To stop recording while the phone records, do one of the following:

1. Press the **More** soft key, and then press the **Stop REC** soft key.
   The LCD screen prompts “Record file saved”, and the recording icon and recording duration disappear.

2. When there is only a call on the phone, press the **More** soft key and then press the **EndCall** soft key, or press directly.

   The LCD screen prompts “Record file saved”, the recording icon and recording duration disappear, and the phone returns to the idle screen.

   The recording will be stored as a new .wav file on the USB flash drive when the phone starts recording again.

Conference Recording

You can record conference calls in the same way as other calls with the following exceptions:
All conference participants are recorded while recording. If one of the participants presses the **Hold** soft key, only that participant is recorded. If one of the participants presses , only that participant is not recorded.

Recorded Call Playback

If you insert a USB flash drive into the USB port on your phone, you can play back recorded calls on your phone.

You can also browse and delete the recorded files on the USB flash drive.

Note: Playback can occur on either the phone itself or on a computer using an application capable of playing .wav files.

To browse the recorded files:

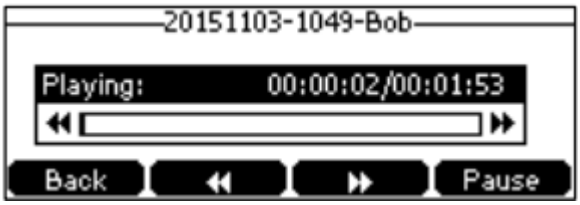
1. Press **Menu** → **USB Record** → **Playback Recording**.
   The LCD screen shows all recorded files on the USB flash drive. The file name consists of the

recording time and date, the recipient's name (or the first person's name you called), the recording duration and the size of the recorded file.

2. Press or to scroll through the recorded files.

To play back a recording:

1. Press **Menu** → **USB Record** → **Playback Recording**.
2. Press or to highlight the recording you want to play back.
3. Press the **Play** soft key.



During the recording playback, you can do the following:

- To pause the playback: press the **Pause** soft key. The **Play** soft key then appears on the LCD screen.
  To continue playback, press the **Play** soft key.
- To skip forward through the playback: press . Press once to skip forward 8 seconds.
  To rewind the playback: press . Press once to rewind 8 seconds.
- To adjust the volume of the speakerphone: press .
- To stop playback: press the **Back** soft key. The phone returns to the Playback Recording screen.

If you are playing back a recorded call and an incoming call arrives on your phone, the playback pauses and the phone rings. The playback will not continue until you press the **Play** soft key.

To delete a recorded file:

1. Press **Menu** → **USB Record** → **Playback Recording**.
2. Press or to highlight the recording you want to delete.
3. Press the **Delete** soft key. The LCD screen prompts the following warning:

4. Press the **OK** soft key to confirm the deletion or the **Cancel** soft key to cancel.
   You can also delete all recorded files by pressing the **Delete All** soft key.