DECT for IP Centrex
Quick Reference Guide

Cox Business offers Digital Enhanced Cordless Telecommunications (DECT) technology for IP Centrex voice customers. DECT for IP Centrex is a cordless handset option that allows users to move about their office areas without being tethered by a corded IP handset.

The product comes with a **DECT Base Station**, which can support up to eight (8) cordless handsets, and a **DECT Handset with charger**, which can be paired with the Base Station and configured with any of its Line Registrations. A **DECT Repeater** can be added for customers who need to have the DECT signal boosted to cover their entire work area. Refer to the DECT for IP Centrex Administrator Guide for instructions on how to install, configure, and pair the components.

This guide instructs you on how to use the DECT cordless handset.

### How to Make an Outbound and a Multicast Voice Paging Call

To make an outbound call, choose any option below:

- Pick up the handset and dial the number on the keypad.
- Dial the number on the keypad, press the green call/answer button, and then pick up the receiver.
- Put on your headset, dial the number on the keypad and press the green call/answer button.
- To disable hands-free, press the green call/answer button again or pick up the handset.

To make a multicast voice paging call:

1. In standby mode, press the **FUNC** button and use the navigation arrows button to scroll to the **0:PAGE** option. You will page all handsets.
2. (To page one phone) Press the green call/answer button, dial *50, enter the extension number of another phone and press #.
3. To end the call, press the red end call button.

**Note:** When you a page, the Handset Name will appear on the LCD.
How to Answer a Call

1. Lift the handset off the base.
2. Press the green call/answer button \( \text{\textcircled{\text{1}}} \). (Note: If you are using a headset, press the green call/answer button \( \text{\textcircled{\text{1}}} \) without lifting the phone from the base.)

To answer an incoming call on a specific line:
1. Press the dial key or use the navigation arrows button to select the line number.
2. Press the \text{OK} softkey.

How to Reject an Incoming Call

1. When you see an incoming call, the REJECT button appears on the screen. Press REJECT to forward the call to voicemail.

How to Make a Blind Transfer

You can transfer a call to another extension or external number by performing a blind transfer or a warm transfer.

A blind transfer means you receive a call and then transfer it without announcing the caller.

1. When a call comes in, press the BLIND soft key to connect with the new call.

The caller will be placed on Hold.
2. Enter the number to which you want to transfer.
3. Press the \text{CALL} softkey.

The call automatically connects to the number and your call automatically disconnects.

How to Make a Warm Transfer

A warm transfer means you receive a call and then dial the recipient’s number, announce the caller before you complete the transfer.

1. When a call comes in, ask the caller to hold and press the XFER/CLR button.
2. Dial the extension or external number to which you want to transfer the number.
3. Press the \text{CALL} softkey to connect to the number.
4. When the person answers, announce the caller and press the XFER key again.

The call automatically connects to the number and your call automatically disconnects.

How to Forward a Call / Turn on Do Not Disturb

To access the Fwd/DND functions:

1. In standby mode, press the \text{FUNC} hard key.
2. Use the arrow keys and scroll to option 2:Fwd/DND option. (Note: If the unit has multiple lines, press the arrow keys to select the desired line.
3. Press the \text{OK} softkey.
4. Use the navigation arrows button to select the type of FWD or DND setting to apply and press the \text{OK} softkey. The setting types are:
   - DND: Enables Do Not Disturb (not necessary if only one line is configured on the handset.)
   - Fwd (All): All incoming calls are automatically forwarded
   - Fwd (Busy): Incoming calls are automatically forwarded only when your extension is in use.
   - Fwd (NA): An incoming call is forwarded if you do not answer the call within a certain amount of time.

If you choose a Call Forward setting, enter a new destination number and press the \text{OK} softkey.
How to Conference a Call

Use the following steps to initiate a three-way conference call while on a call.

1. Press the FUNC button.
2. Use the navigation arrows to scroll to option 5:Conference.
3. Press the OK softkey to place the first call on hold.
4. Dial the second number and press the CALL softkey.
5. When the second party answers, press the CONF softkey.
6. To end the call, press the red end call button.

How to Use Call Waiting

When you are on a live call and a new call comes in, the answer screen appears.

1. Press the ANSWER softkey. The active call will immediately be placed on hold.
2. To return to the previous call, press the HOLD/MSG button.
3. To end the call and resume the previous call, press the red end call button and then the green call/answer button.

How to Place a Call on Hold and Resume the Call

When you answer an incoming call, you can place the call on hold.

To place the call on hold:

1. Press the HOLD/MSG button.

To resume the call:

1. Press the HOLD/MSG button again.

How to Access Voice Mail

For customers who have a direct business phone number:

1. Press the LINE button.
2. Press the HOLD/MSG button and the green call/answer button to call voice mail. (Note: You can also press *86 to call voice mail.)
3. Enter your voice mail ID and press the # key; e.g., 1234#.
4. Follow the prompts.

For all other customers:

1. Press *86 to call voice mail or press the HOLD/MSG button and press the center select button; or press the HOLD/MSG button and the OK softkey.
2. Enter your voice mail ID and press the # key; e.g., 1234#.