

## MANAGER / EXECUTIVE ASSISTANT CONFIGURATION

### Introduction

Your IP55G desk phone has been set up in a 'Manager/Executive Assistant Configuration' with one of your colleagues. This guide provides information on using this set up, and should be used in conjunction with the standard phone guide.

## Basic phone operation

### Programmed buttons

Your phone will have a button programmed with the telephone number of your colleague. The programmed numbers will appear down the right-hand side of the screen next to the programmed buttons (circled below):



### Function buttons

The four buttons directly below the screen are the function buttons. These buttons perform the function displayed directly above each on the screen (circled below):



## Basic phone operation (continued)

### Answering calls

- To answer a call coming into your own number, pick up the receiver as normal.
- To answer a call coming to your colleague's line, press the **programmed button** for their extension, it will appear as **DSS XXXXX**.

### Phone behaviours

When the **manager's number** is called, the manager's phone will ring, the executive assistant's phone will beep and the light on the pickup button will flash.

When the **executive assistant's number** is called, the executive assistant's phone will ring and the light on the pickup button on the manager's phone will light up (the manager's phone will not ring or beep).

In both cases the **manager and executive assistant** will be able to:

- Answer the call.
- Answer the call and transfer to the manager/executive assistant ('blind transfer').
- Answer the call, place the call on hold, consult the manager/executive assistant, and then transfer the call to the manager/executive assistant ('announced transfer').

*See instructions on next page.*

### Intercom

The manager and executive assistant will also be able to contact each other by pressing the **programmed button** for each other's extension number, which will appear as **DSS XXXXX**.

## Transferring calls

### Blind transfer

A blind transfer is where you connect the caller to the other party directly without any consultation. To perform a blind transfer:

1. Answer the incoming call.
2. Press the **Blind Transfer** function button, and then press the **programmed extension** button for the manager/executive assistant. The programmed extension button will appear as **DSS XXXXX**.
3. The caller will then be connected to the manager/executive assistant.

For transfers to other numbers, see: <http://help.it.ox.ac.uk/Chorus>

### Announced transfer

An announced transfer is where you consult the person you want to transfer the call to before transferring the call. To perform an announced transfer:

1. Answer the incoming call.
2. Press the **Consult** function button, then press the **programmed button** for the manager/executive assistant. The programmed extension button will appear on the screen as **DSS XXXXX**.
3. You will then be connected to the manager/executive assistant.
4. After consulting with the manager/executive assistant hanging up the phone will transfer the call through. Alternatively, after the manager/executive assistant hangs up, you can press the **Reconnect** function button to reconnect with the caller.

## Forwarding calls

The manager may choose to have all their calls redirected to the executive assistant's phone, *or vice versa*. When this is set, all calls will ring on the other phone. This can be setup or removed easily on the phones themselves with the push of a couple of buttons.

### Enable forwarding

1. To enable call forwarding press the **Forward** function button and then enter the manager's/executive assistant's extension you wish to forward your calls to XXXXX.
2. Press the **Set Forwarding** function button.

All your calls will now be redirected to the extension you entered.

### Disable forwarding

To disable call forwarding press the **Forward** button.

