

Using the PhoneSuite® Console

Answering Calls



Answer incoming call	Press flashing call button		
Transfer call to extension	Dial extension number	Press "C"	
Transfer call to trunk	Dial "9" (or "8" or "81"- "89") then the phone number	Press "C"	
Cancel transfer in progress	Press "D"		

Making Calls



Call Extensions	Dial extension number		
Make a phone call on a trunk	Dial "9" (or "8" or "81"- "89") then the phone number		
Transfer call to extensions (after console places the call)	Select unlit "Call" button	Dial extension number	Press "C"
Transfer call to trunk (after console places the call)	Select unlit "Call" button	Dial "9" (or "8" or "81"- "89") then the phone number	Press "C"
Cancel transfer in progress	Press "D"		

Hold



Place a call on hold	Press the "Call" button the call is on		
Pick up call from hold	Press the flashing "Call" button the call is holding on		

Voice Messages



Call an extension's voice mail	Dial extension number	Dial "8"	
Transfer a call to voice mail	Dial extension number	Dial "8"	
Retrieve and extension's voice mail messages	Dial extension number	Dial "8" and extension number again	

Miscellaneous



Clear 911 alarm	Note the alarming extension number, then Press "C." Expect incoming call from the emergency response center.		
Page (if connected)	Dial "55"	Talk into handset	Press "D" when done
Conference call (first make each call and put it on hold)	Press "C"	Press flashing call button for each person to add to the conference (max. of 3, one must be trunk)	
Set console time and date	Dial "*"	Dial "1" to set time, "2" to set date	
Reset console display	Press "D" (to completely reset console, press Reset button)		
Command prompting	Press "AA" and keep pressing "A" to scroll through commands		

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Feature Commands

For most features, press the appropriate Feature-Key button on the console. For others:



Dial:	
A13	and enter extension number and Room Status Codes
A14	to clear ALL Room Status Codes
A18	and enter extension number to check the duration of a call in progress
A20	and enter extension number to print a Wakeup Report for that extension
A21	to print a Wakeup Report for ALL extensions
A24	to view main board software version
A30	and enter extension number to forward extension's calls to another extensions
A43	to set or clear Trunk Alarm
A44	and enter a trunk number to access that trunk directly
A45	to check in ALL extensions (PhoneSuite model 112 only)
A51	and enter extension number to clear that extension's phone bill
A52	and enter extension number to revive that extension's phone bill (revived calls may not be complete and may include calls from other guests who stayed in that room)
A54	to print report of Credit Violations
A55	to print an Audit Report
A56	to clear the Audit Report
A59	to erase and re-record auto attendant messages