# Comstar User Guide

# Contents

# Comstar overview

The Comstar User and Attendant's Guide is designed to help you use your telephone's features to your best advantage.

## Terms you'll need to know

The following terms will help you understand some of the instructions in this guide.

| | |
|---|---|
| **Attendant** | A receptionist or other person responsible for answering incoming calls. |
| **Dialpad** | The numbered keys on your telephone, including the # and *. |
| **Function buttons** | The buttons or keys on your telephone that allow you to press a single button to make conference calls, program your telephone, use the speakerphone, and others. |
| **Handset** | The telephone receiver that you use to listen and speak. |
| **Intercom calls** | The calls you make to other telephones inside your organization. |
| **Line buttons** | The buttons you use to select the outside line you want to use to make a call. |
| **Line lamps** | The small lights next to the line buttons on your telephone. |
| **Speakerphone** | A built-in feature of your telephone that lets you speak and hear a conversation without using the handset. The following telephones have a built-in speakerphone: 16-button, 30-button, and 42-button. |
| **Station** | An individual telephone set. |
| **Station buttons** | The buttons you use to select other extensions in the system. |
| **Switchhook** | On the single-line telephone, the button in the handset cradle. |
| **64-button DSS/BLF** | The 64-button accessory that contains 60 telephone line buttons and lamps and four function buttons. DSS/BLF stands for Direct Station select/Busy Lamp Field. |

# Quick Guide to Basic Telephone Use

The Quick Guide provides a brief description of the buttons on your phone.

| Action | Indicator | Description |
|---|---|---|
| Talk | TALK | Press the talk key to receive a dial tone. |
| Speaker phone | SPEAKERPHONE | Press the speaker phone button to place a call on speaker phone. |
| Forward | FORWARD | Press the forward button to forward all incoming calls to another phone number or voice mail. |
| Transfer | TRANSFER | Press the transfer button to transfer a call to another person. |
| Hold | HOLD | Press the hold button to place a call on hold. |
| Mute | MUTE | Press the mute button to mute your end of the call. |

# About hold

The hold feature allows you to keep a phone call on the line while you step away from your desk. The person on the call will still be connected but will hear silence or music depending upon how your system was configured.

## Holding a call

1. Press Hold/Callback to place a call on hold.
2. Press the Hold/Callback to retrieve a call on hold.

# About transfer

When you transfer a call to another person in your office, you have two ways to handle the transfer. When you transfer a call without speaking to the person, it is an unannounced transfer. When you speak to the person receiving the transferred call, it is an announced transfer.

## Transferring a call

When you transfer a call to another person in your office, you have two ways of handling the transfer.

When you transfer the call without speaking to the person, it is an unannounced transfer. When you speak to the person receiving the transferred call, it is an announced transfer.

1. Press the transfer button.
2. Dial the number.

   Dial the number manually, use your pre-defined speed dial keys, or go to your company directory.
3. Transfer the call.

| Type of Announcement | Steps to complete |
| --- | --- |
| **Announce a call transfer** | 1. Speak to the person.<br>2. Hang up the phone. |
| **Transfer a call unannounced** | • Hang up the phone. |
| ☞ | **Tip:** If you announce a call and the person refuses the transfer, do not hang up the phone. Press the transfer button again to retrieve the call on your phone station. |

The call is transferred.

# About forward

You can ask the system to forward all your calls to another extension or to an outside telephone number.

When you forward your calls, inside and outside calls are forwarded to another extension. While your phone is in "call forwarding," you will hear a single ring to remind you that you are using this feature.

You also have the ability to forward your calls in a chain with up to four forwards. With chaining, call A will forward to phone B, phone B to phone C, and so on. The fourth phone will always ring even if it is also on call forwarding.

And, if you have programmed a distinctive ring for your phone, the extension that receives your forwarded calls will ring your calls with the same distinctive sound.

# Forwarding a call

1. Press Program.
2. Press Forward.
3. Press an idle line button.
4. Dial the outside number.
5. Press Program.

# About conference calls

Use a conference call to speak with more than two people in two different locations at the same time. Use one of the following types of conference calls to speak with multiple people.

| | |
|---|---|
| **Three-way conference call** | Three-way conference calling connects two other people to a call. |
| **Multi-line conference call** | Multi-line conference calling connects you to more than two but fewer than eight other people on a call. |
| **Dial-in conference call** | Dial-in conference calling uses a single conference call number to connect multiple people. |

## Placing a call

1. Lift the handset or press speaker.
2. Dial the number.

## Leaving a conference call temporarily

1. Press Hold/Callback.
2. Hang up the phone.
   The other parties can continue to talk together until you return.

## Reentering a conference call

1. Lift the handset or press Speaker.
2. Press the appropriate line or station button of the parties you wish to consult with.
3. Press Conference.
   This will connect you with the parties on the conference call.

## Consulting privately on the conference call

1. Press the appropriate line or station button of the person you wish to consult with.
   You will be privately connected with that person. The third party will be placed on Hold.
2. Press Conference to connect with one person.
   The system will choose the person. The other person will be placed on Hold.

## Reentering a call with all people

1. Lift handset or press Speaker.

2. Press Conference or Hold/Callback.