

## Placing a Call

Pick up the handset, enter the number, then press # or the **Send** soft key.

-- alternatively --

Enter the number and then lift the handset to initiate call.

### **Using the speakerphone:**

With the handset on-hook, enter the number, then press **speaker** or the **Send** soft key.

### **Using the headset:**

1. With the headset connected, press the headset btn. to activate the headset mode.

2. Enter the number, then press # or the **Send** soft key.

## Answering a Call

### **Using the headset:**

Pick up the handset.

### **Using the speakerphone:**

Press the **speaker** key or the **Answer** soft key.

### **Using the headset:**

Press the headset btn. or the **Answer** soft key.

**\*Note: You can reject an incoming call by pressing X.**

## Ending a Call

### **Using the headset:**

Hang up the handset or press X.

### **Using the speakerphone:**

Press the speaker key or X.

### **Using the headset:**

Press X.

## Redial

Press redial key to enter the Placed Calls list, press arrow up or down to select the desired call, then press redial or #.

Press redial twice when the phone is idle to call the last dialed number.

## Call Mute and Un-mute

Press mute to mute the microphone during a call. The message light will flash while mute is active.

Press mute again to un-mute the call.

## Call Hold and Resume

### **To place a call on hold:**

Press **Hold** key or the **Hold** soft key during an active call.

### **To resume the call, do one of the following:**

If there is only a call on hold, press hold, the **Resume** soft key or the flashing Line key.

If there is more than one call on hold, press arrow up or down to select the desired call, then press, the **Resume** soft key or the flashing Line key.

## Park and Pickup

- Press the **Park** soft key to park the current call, note the Park ID displayed on screen.
- To pickup a parked call press the **Pickup** soft key, enter the Park ID and then press # or the **Send** soft key.

## Call Transfer

### **Blind Transfer:**

1. Press **Tran** Key or the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press **Tran** Key or the **Tran** soft key.

### **Attended Transfer:**

1. Press **Tran** Key or the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, then press #.
3. Press **Tran** Key or the **Tran** soft key when ready to complete the transfer or **X** to cancel transfer.

## Call Forward

### **To enable call forward:**

1. Press the **Menu** soft key when the phone is idle, then select **Features->Call Forward**.
2. Select the desired forward type:

**Always Forward** - Incoming calls are all forwarded unconditionally.

**Busy Forward** - Incoming calls are forwarded when the phone is busy.

**No Answer Forward** - Incoming calls are forwarded when not answered after a preset period.

3. Enter the number you want to forward to. **For No Answer Forward**, press the arrow up or down to select the desired ring time to wait before forwarding from **After Ring Time** field.

4. Press the **Save** soft key to accept the change. Forward icon will appear on screen.

## Conference Call

1. Press **Conference** during an active call. The call is placed on hold.
2. Enter the number of the second party, then press # or the **Send** soft key.
3. Press **Conference** again when the second party answers. All parties are now joined in the conference. The calls may be separated by pressing the **Split** soft key.

**\*Note: To conference two existing calls, place one call on hold then press conference while the other call is active.**

## Speed Dial

1. Press the **Menu** soft key when the phone is idle, then select **Features> DSS Keys**.
2. Select the desired programmable key, then press the **Enter** soft key.
3. Select **Speed Dial** from the **Type** field, select the desired line from the **Account ID** field, enter the number in the **Value** field.
4. Press the **Save** soft key to accept the change.

### **To use the Speed Dial key**

Press the speed dial key to call the preset number



Triton Communications

We Keep You Connected



## 36G Quick User Guide

Name: \_\_\_\_\_

Extension: \_\_\_\_\_

DID: \_\_\_\_\_

## MXIE Or Zac Credentials

Login Name: \_\_\_\_\_

Password: \_\_\_\_\_

MX URL: \_\_\_\_\_

Assigned Phone ID: \_\_\_\_\_



For Support Call

714.855.4577

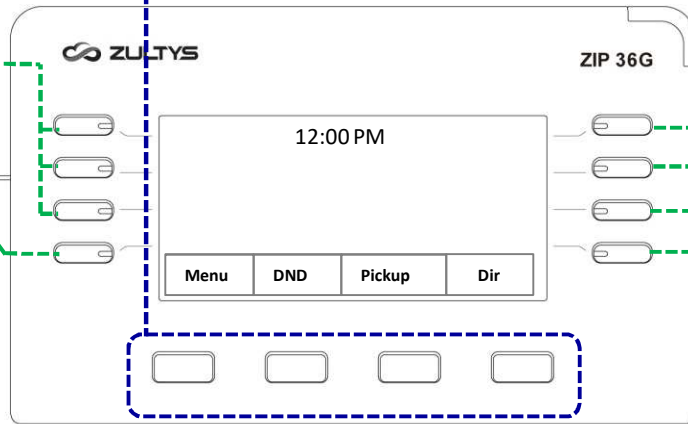
**ZIP  
36G**

**Soft Key Display – contextual – options will change depending on call state**

- **Idle State:** Menu | Do Not Disturb | Pick Up | Directory
- **Dialing:** Send | 123 (entry mode) | Delete (last digit) | Cancel
- **Connected Call:** Transfer | Hold | Park | Cancel

Call Appearance 1  
Call Appearance 2  
Call Appearance 3

Custom 1



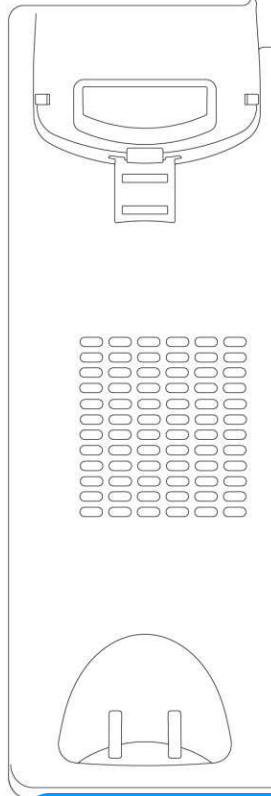
Message Waiting Indicator (MWI)

Custom 2

Custom 3

Custom 4

Custom 5



**Volume Up / Down used for**

- Ring volume when idle
- Handset volume when on call
- Speakerphone volume when on call

**Send –**

- Initiate a call once number is entered

**Menu Navigation**

- Left / Right
- Up / Down
- OK (Select)

**Call Log –** Access history of dialed/received calls – use navigation keys

**End Call –** Terminate call in progress. Cancel operation when idle

**Message –** Access voicemail

**Headset –** Activate headset (if headset is connected)

**Conference –** Phone-based 3 Party conference – Press [Conference] while on call, enter number then press [Send], wait until call is answered then press [Conference]

**Hold –** Place call on hold / Retrieve call from hold

**Mute –** Mute speaker or handset microphone during active call

**Transfer – Blind:** [Transfer] [Ext Number] [Transfer]

**Transfer – Supervised:** [Transfer] [Ext Number] [Send], announce call, [Transfer]. To cancel transfer, press [X] then press flashing line key to retrieve original call

**Redial –** Access recently dialed numbers. Press twice to redial last number

**Speaker –** Activate hands-free mode / Group listen when on handset

**Voice Message**

When you have new voice messages waiting the Message key lights up and the red status LED flashes.

**To listen to voice mail messages:**

1. Press **Message** key.
2. Follow the voice prompts to access and listen to your voice messages.

**Volume Adjustment**

- Press Volume up or Volume down during a call to adjust the receiver volume of handset /speaker / headset.
- Press or when the phone is idle to adjust the ringer volume.

**Call History**

Press **Call log** when phone is idle, press arrows up or down to scroll through list.

**Contact Directory**

1. Press the **Dir** soft key when the phone is idle, then select **Local Directory > All Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field, enter the phone number in the proper field.
4. Press the **Add** soft key to accept the change.

**To edit a contact**

1. Select the desired contact, press the **Option** key soft key, then select **Detail** from the prompt list.
2. Update the contact information, then press **Save** soft key.