



47G Quick User Guide

Name: _____
Extension: _____
DID: _____

MXIE Or Zac Credentials

Login Name: _____
Password: _____
MX URL: _____
Assigned Phone ID: _____



For Support Call
714.855.4577

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 **B 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 the **Send** soft key or #.
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 keys to select the desired ring time to wait before forwarding from the **After Ring Time** field.

4. Press the **Save** soft key to accept the change.

Conference Call

1. Press **Conference** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, then press the **Send** soft key or #.
3. Press **Conference** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **End call** soft key to disconnect all parties.

***Note: You can split the conference call into two individual calls by pressing the Split soft key.**

Speed Dial

1. Press the **Menu** soft key when the phone is idle, then select **Features->DSS Keys**.
2. Select the desired DSS key, then press the **Enter** soft key.
3. Select **SpeedDial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field, then 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 dial out the preset number.

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 if headset mode is active.

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

Ending a Call

Using the headset:

Hang up the handset or press the **End Call** soft key.

Using the speakerphone:

Press the speaker key or the **End Call** soft key.

Using the headset:

Press the **End Call** soft key.

Redial

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

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.

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.

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

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Soft Key Display – contextual – options 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 Log** – History of dialed/received calls – use navigation keys
End Call – Terminate call in progress. Cancel operation when idle

Message Waiting Indicator (MWI)

Custom 3

Custom 4

Custom 5

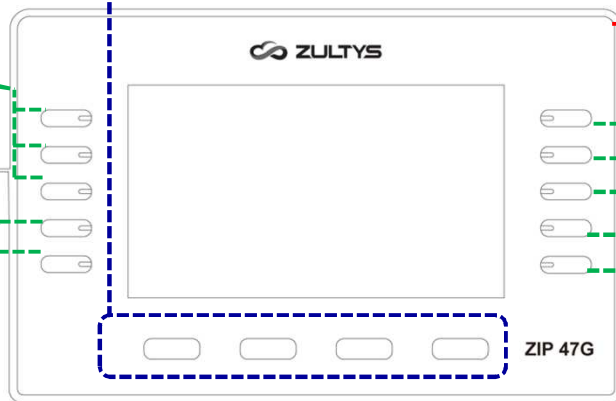
Custom 6

Custom 7

Call Appearance 1
Call Appearance 2
Call Appearance 3

Custom 1

Custom 2



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Send –
Initiate a call once number is entered

Volume Up / Down used for
- Ring volume when idle
- Handset volume when on call
- Speakerphone volume when on call

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

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 or the **Connect** soft 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

To add a contact:

1. Press the **Directory** soft key when the phone is idle, then select **All Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press the **Save** 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.