



## 33G 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 **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**, enter the ring time to wait before forwarding.

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

### Placing a Call

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

-- alternatively --

Enter the number, 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.

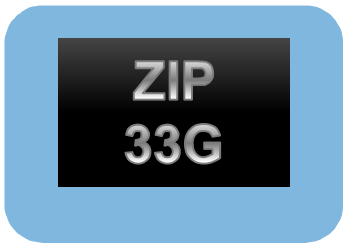
#### **To resume the call, do one of the following:**

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 **hold**, the **Resume** soft key or the flashing Line key.

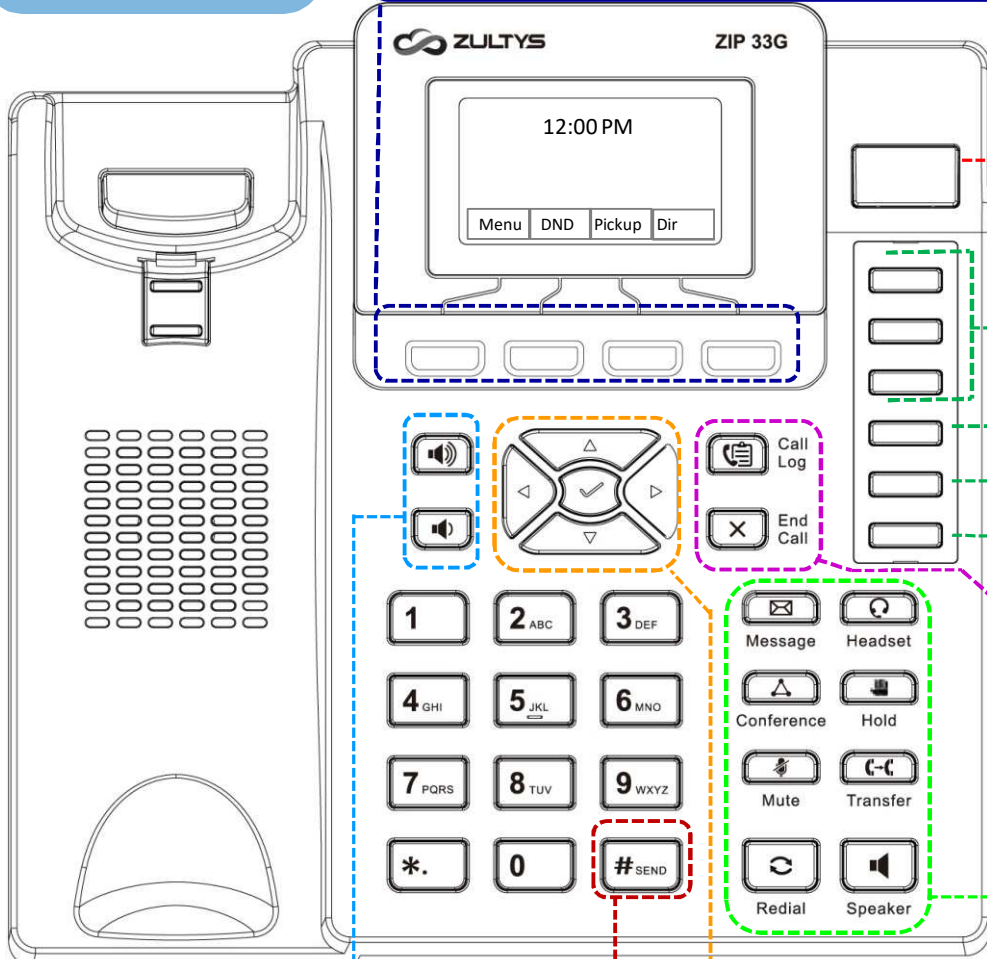
### Park and Pickup

- 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 #.



**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



**Message Waiting / Mute Indicator**

**Call Appearance 1  
Call Appearance 2  
Call Appearance 3**

**Custom 1**

**Custom 2**

**Custom 3**

**Call Log – Access history of dialed/received calls – use navigation keys**  
**End Call – Terminate call in progress. Cancel operation when idle**

**Message – Access voice mail**  
**Headset – Activate headset mode & answer to headset (requires headset)**  
**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 microphone during active call. Mute Indicator will flash Red**  
**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**

**Volume Up / Down used for**

- Ring volume when idle
- Handset volume when on call
- Speaker volume when on call
- Headset volume when on call

**Send –** Initiate a call once number is entered

**Menu Navigation**

- Left / Right
- Up / Down
- Select

**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 **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.