



KP416 Call Handling Guide

The KP416 has 20 Direct Station Select (DSS) Buttons.

The top 4 are for the Lines and the remaining 16 are for extensions as follows:

Top Left you have Lines 1 & 2, with extensions 201 to 208 below.

Top Right you have Lines 3 & 4 with extensions 209 to 216 below

To make an outgoing call press a DSS line button, you will automatically be hands-free or if you prefer lift the handset and press the desired DSS line button. Dial the required number.

To call an Extension press the desired DSS extension button, you will automatically be hands-free or if you prefer lift the handset and press the desired DSS extension button.

To answer a call either an incoming call or an Extension call just press the "Hands Free" button or lift the handset.

To finish/hang-up a call, press the handsfree button or replace the receiver.

Call Transfer. To transfer a call to another Extension press the Extension DSS button. The caller will now be on hold and you will be able to speak to the extension. If the Extension wants to take the call replace the handset. If the Extension does not want to take the call they should replace the handset and you will be connected back to the caller.

Calls on Hold. To put a call on HOLD press the HOLD button, the line DSS LED will flash slowly and the Caller will hear the Music on Hold then replace the handset or press the hook switch. The LCD will flash after 20 seconds to remind you that a call is on hold.

Calls Off Hold. To retrieve the call on hold, simply press the line DSS button that is flashing slowly or press the RETAKE button if only one line is on hold.

A call can be put on hold for up to 3 minutes, therefore if you need to put a call on hold for longer than this you should take the call off hold, speak to the caller and then put the call back on hold. This will restart the 3 minutes.

When the call is on HOLD you can call another Extension for information or answer another call.
ALL lines can be on hold simultaneously.

Call Pick Up If your Extension has not been designated to Ring on Certain Lines you can still pick the call up by pressing the DSS button for the line that is ringing.

For more information or more call handling options such as speed dialling please refer to the full user guide.

If you need assistance please call Orchid Telecom on 01572 717888