Chapter
7 Calls from the Handset

Call Management

From your handset, you can call an external number, another handset or CyberGenie. You can also receive incoming calls from an external line or another handset, park a call (put it on hold in a way that another user can pick up the call), transfer a call to another user, or retrieve a parked call.

Your CG 2400 system also provides ways of handling multiple calls:

- Put a call on hold while you receive or place another call

- Forward a call to another user

- Set up conference calls.

How Call Sessions Work

Any call activity is referred to as a *call session*. Call sessions can be tracked on the Call Progress window (see "Call Progress Control" on page 94).

Call sessions are also recorded in the call log (see "Call Log" on page 101).

Each handset operation involves one *air channel*. A single call session uses one or two *air channels*, depending on the nature of the call:

- An external call (incoming or outgoing) uses a single channel.

- A call from a handset to CyberGenie also uses a single air channel.

- Calls between two handsets, however, use two air channels, one for each handset.

Your CG 2400 system supports *up to* six simultaneous air channels for a maximum of three handset-to-handset sessions if there are no handset-to-CyberGenie calls or external calls at the same time.

It also supports a maximum of two simultaneous handset-to-CyberGenie calls.

Outgoing and Incoming Calls

You can place or receive calls from your handset. All calls are either external (involving an outside line) or internal (handset to handset, or handset to CyberGenie).

You can *park* a call (put it on hold so another user can retrieve it), retrieve a parked call, or transfer a call to another user.

You can also send an unwanted call to a rejection message.

Placing an External Call

For external calls, the handset works like a cellular phone; you pre-dial the phone number first, *then* activate the call.

You have two ways of placing calls from the handset:

- You can dial a number using the handset keypad.

- You can use CyberGenie to place your call based on your spoken command, using the Call by Name feature. To use Call by Name, the contact name must already be set up in CyberGenie's contacts list, and the speech recognition feature must be activated. (For more information, see "Contacts" on page106.)

When requesting CyberGenie to dial a name from the contacts list, CyberGenie will dial whichever number you have listed as the default number for that contact unless you specify otherwise. (See "Adding and Updating Contact Records" on page107 for more information on setting a default number.)

To place an external call with the keypad:

1. Enter the number on the handset. The number will appear in the handset display. If you enter the number incorrectly, press ⬭ to remove the number one digit at a time, then enter the number again.

2. Press ▣ to send the call. You will hear a dial tone, then hear the number dialing.

3. Press ▣ to end the call. The call's duration will show for a few seconds before the handset display returns to idle mode.

To place an external call with CyberGenie:

1. Access CyberGenie by pressing ▣ on the handset. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[CONTACT NAME]		CYBERGENIE LOOKS TO THE CONTACTS DATABASE

2. If CyberGenie is unsure whether it has made an exact match, it will repeat the name and ask for confirmation. (If CyberGenie is confident in the match, this step will be skipped.) If CyberGenie asks for a confirmation:

VOICE (SAY)	KEY	OPTION DESCRIPTION
YES	1	CYBERGENIE WILL DIAL THE NUMBER
NO	2	CYBERGENIE WILL TRY AGAIN

3. Press ▣ to end the call. The call's duration will show briefly before the handset display returns to idle.

To specify a number other than the contact list default:

1. Access CyberGenie by pressing ▣ on the handset. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[CONTACT NAME] AT [LOCATION]		CYBERGENIE LOOKS TO THE CONTACTS DATABASE FOR THE CONTACT'S WORK, HOME, OR CELL NUMBER BASED ON YOUR REQUEST

2. If CyberGenie is unsure whether it has made an exact match, it will repeat the name and ask for confirmation. (If CyberGenie is confident in the

match, this step will be skipped.) If CyberGenie asks for a confirmation:

VOICE (SAY)	KEY	OPTION DESCRIPTION
YES	1	CYBERGENIE WILL DIAL THE NUMBER
NO	2	CYBERGENIE WILL TRY AGAIN

3. Press ▣ to end the call. The call's duration will show briefly before the handset display returns to idle.

Placing an Internal Call

The CG 2400 system supports up to 10 handsets. If additional handsets are subscribed to the base station and assigned to users, a user can dial another user with a handset directly.

When a user record is set up, an extension number is assigned. (See "Setting up a New User" on page 80.)

When a handset is assigned to a user, the user's name and extension number show on the handset display when no call activity is in progress on that handset.

NOTE: Handsets are easily assigned or unassigned for different users from the PC. For procedures, see "Assigning a Handset to a User" on page 77.

To place an internal call:

Pre-dial the extension and press ▣ to send the call, or

1. Press ▣ or ▣ to activate the menu.

2. Select **>IntCall.**

3. Enter the user's extension number.

4. Press ▣ to end the call.

To place an internal call using CyberGenie:

1. Access CyberGenie by pressing ▣ on the handset. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[USER NAME]		CYBERGENIE LOOKS TO THE USER DATABASE

2. If CyberGenie is unsure whether it has made an exact match, it will repeat the name and ask for confirmation. (If CyberGenie is confident in the match, this step will be skipped.) If CyberGenie asks for a confirmation:

VOICE (SAY)	KEY	OPTION DESCRIPTION
YES	1	CYBERGENIE WILL DIAL THE EXTENSION
NO	2	CYBERGENIE WILL TRY AGAIN

3. Press [↰NO] to end the call.

Receiving a Call

When a call is received, the handset display identifies the caller, and whether it is internal or from an outside line. If your phone line has caller ID, the handset displays available caller ID information for external lines. If the caller has ID blocking, the handset will display **Blocked**.

When a user does not answer an incoming call, CyberGenie routes the incoming call depending on how the CyberGenie@Work software is configured. For more information, see "Setting Call Routing" on page70.

The user is notified of incoming calls either through a ring, or, if the ring is disabled, by a flashing indicator light on the handset and through the handset display.

NOTE: You can set up custom rings to distinguish between call types. For more information, see "Changing the Ringer Sound" on page151.

To receive a call:

1. When alerted to an incoming call, press [YES↱] to receive the call. If you do not take the call, it will be routed to either the system inbox or your personal voicemail, based on the system's call routing configuration.

2. When finished with the call, press [↰NO] to end the call.

Parking a Call

Call parking allows you to place a call on "hold" in such a way that another user may pick it up.

If the call remains parked for more than two minutes, CyberGenie pages the handset that parked the call.

If the call continues to remain parked, or if the handset the call was parked from does not answer or is turned off, CyberGenie will route the call to the user's forwarding destination. (For more information on routing, see "Setting Call Routing" on page70.)

To park an external call:

NOTE: Internal calls cannot be parked.

1. While the call is active, press [CG]. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✳	ACCESS CYBERGENIE

2. CyberGenie responds: *Yes, <your name>?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
PARK THIS CALL	6 5	CYBERGENIE PARKS THE CALL AND CONFIRMS THAT IT IS PARKED

Retrieving a Parked Call

Once a call is parked, any user can retrieve it.

NOTE: You can only retrieve a parked call if your handset is in idle mode (no current call activity).

To retrieve a parked call:

1. Press [CG]. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✳	ACCESS CYBERGENIE

2. CyberGenie responds: *Yes, <your name>?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
RETRIEVE	6 4	RETRIEVE PARKED CALL WHEN A PARKED CALL IS WAITING

3. If more than one call has been parked, also state the line number description (such as **Line 1**) that the call came in on. If no line number is stated, the call that has been parked the longest will be retrieved and CyberGenie will connect the call to your handset.

Retrieving a Call from a Non-CyberGenie Phone

If you have an analog phone connected to the same phone line as your CG 2400 system, there may be occasions where a call is answered with the analog phone but you or another user want to take the call on a CyberGenie handset.

NOTE: This feature is only available if there are no parked calls already in the system and you do not have another call on hold.

If the user configuration for that handset has been set to block outgoing calls on the requested line, the line cannot be picked up from that handset.

To pick up a call originally answered by a non-CyberGenie phone:

1. Press 🛡. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✱	ACCESS CYBERGENIE

2. CyberGenie responds: *Yes, <your name>?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
RETRIEVE	6 4	RETRIEVE CALL ORIGINALLY ANSWERED ON AN ANALOG PHONE

Transferring a Call to Another Handset

You also have the option of transferring an active call to another handset user.

There are two methods of transfer:

Attended Transfer You stay on the line until the other party answers and you can notify the party that the call is being transferred.

Blind Transfer The call is sent to a new destination and you disconnect before finding out whether the call was received by the handset user or sent to the user's voicemail.

To place an attended call transfer by speech command:

1. While the call is active, press 🛡. CyberGenie responds: *Who would you like to call?*

2. State the name of the user to whom the call will be transferred.

3. When the user picks up the call, announce the caller, then press ◀ᴺᴼ to complete the transfer and hang up.

To place an attended call transfer keypad command:

1. While the call is active, press 🛡. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✱	ACCESS CYBERGENIE

2. CyberGenie responds: *Yes, <your name>?*

KEY	OPTION DESCRIPTION
6 3 *[PLUS USER EXTENTION]*	CYBERGENIE PARKS THE CALL AND DIALS THE INTERNAL USER

3. When the user picks up the call, announce the call, then press ◀ᴺᴼ to complete the transfer and hang up.

To place a blind call transfer:

Repeat the procedures above, but press ◀ᴺᴼ as soon as the other handset starts to ring.

Rejecting a Call

Call rejection lets you disconnect an unsolicited external call. When a caller is routed to call rejection, CyberGenie plays a message before disconnecting the call.

For information on recording a rejection message, see "Recording a Rejection Message" on page63 or "Changing the Rejection Message" on page128.

To reject a call:

1. Press ⬛. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✳	ACCESS CYBERGENIE

2. When CyberGenie responds:

VOICE (SAY)	KEY	OPTION DESCRIPTION
REJECT THIS CALL	6 8	CYBERGENIE ROUTES THE CALL TO THE REJECTION MESSAGE. AFTER THE MESSAGE PLAYS, CYBERGENIE DISCONNECTS THE CALL

Multiple Calls

With the CG 2400 system, you can handle multiple calls:

- CyberGenie has its own call waiting feature that acts independently of your phone service call waiting.

- You can put a call on *temporary* hold to dial another number.

- You can conference a call between yourself and two external calls, an external call and another handset, or two more handsets.

CyberGenie Call Waiting

CyberGenie alerts you to an incoming call when you are on another call by playing a distinctive tone and displaying a message on the handset.

You have the option of taking the call or allowing it to ring through to your voicemail or other call forwarding setting, depending on how your call routing is set up. (For more information, see "Setting Call Routing" on page 70.)

To accept the waiting call

1. When CyberGenie signals that a call is waiting, press the ⬛ key.

2. CyberGenie connects the new call and places the active call on hold.

Putting a Call on Hold

When you press the ⬛ key while connected with a caller, the caller is placed on temporary hold until you tell CyberGenie what you want to do with the call. You can place a call on hold while you speak with another caller or give a command to CyberGenie.

NOTE: Hold *is different from* call parking *(see "Parking a Call" on page137). Call parking lets another user take the call. Hold is temporary; the call automatically returns to active if no actions are taken with two minutes.*

When you have two simultaneous calls, the handset displays the caller information (number, name, or caller ID). The top line displays the current caller. The flashing text on the bottom line displays the caller on hold.

To place a call on hold:

1. Place the current call on hold by pressing ⬢ on the handset. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[NAME TO CALL]		CYBERGENIE WILL PLACE THE SECOND CALL

2. To *switch* between the active call and the call on hold, press ⬢, then:

VOICE (SAY)	KEY	OPTION DESCRIPTION
SWITCH CALLS	6 3	CYBERGENIE WILL SWITCH YOU TO THE CALL ON HOLD

3. To *disconnect* the active call, press ⬢, then:

VOICE (SAY)	KEY	OPTION DESCRIPTION
HANG UP	6 4	CYBERGENIE WILL DISCONNECT THE ACTIVE CALL, AND THE SECOND CALL WILL BECOME ACTIVE

NOTE: You cannot transfer an external caller to another external number.

4. To *transfer* the call to another user, press ⬢, then:

VOICE (SAY)	KEY	OPTION DESCRIPTION
[USER NAME]		CYBERGENIE WILL TRANSFER THE CALL TO THE USER NAME

5. Press ⬛ while the call is ringing to hang up and transfer the call, or wait for the called party to answer and then press ⬛.

Conferencing Calls

With *conference calling,* you can connect three parties. Three-way calls can be established between internal users and between parties through external phone lines using CyberGenie.

There are two ways to make a conference call from the handset:

Using CyberGenie   To use CyberGenie for setting up a conference call, both parties to be conferenced must be set up in the contacts list and activated for speech recognition. For more information, see "Adding and Updating Contact Records" on page107.

Manually setting up a conference call   If the initiator of a conference call disconnects the call, then all external callers involved in the conference call are disconnected.

Conference calls can also be set up through the Call Progress window. For more information, see "Conferencing a Call" on page98.

To make a conference call using CyberGenie:

1. Press ⬢. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✱	ACCESS CYBERGENIE

2. When CyberGenie responds:

VOICE (SAY)	KEY	OPTION DESCRIPTION
SET UP A CONFERENCE	6 5	START CONFERENCE PROCEDURE

3. CyberGenie will ask: *Who is the first party you would like me to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[FIRST PARTY'S NAME]		CYBERGENIE WILL DIAL THE NUMBER

4. Once you are connected, tell the party that you are setting up a conference call, and press ⬢ to place the first party on hold and access CyberGenie again.

5. CyberGenie responds: *Who is the second party you would like me to call?*

Voice (say)	Key	Option Description
[Second Party's Name]		CyberGenie will dial the number

NOTE: If you press [NO] while setting up a conference call, the conference call is disconnected.

If all internal callers disconnect, then external callers are disconnected.

As long as one internal caller is on the line, external calls will remain in the conference.

6. Once connected, tell the second party that you are setting up a conference call, then press [CG] again. CyberGenie will ask you if you want to establish the conference:

To retrieve a parked call while on hold or in a conference:

1. If you are on hold or in a conference call, and wish to pick up a parked call, you must end any current call activity first.

2. For procedures on retrieving a parked call, see "Retrieving a Parked Call" on page137.

Calls from the Handset Phonebook

The CG 2400 system provides a way for you to download your most frequently referenced numbers from CyberGenie into your handset.

NOTE: While downloading the phonebook, you cannot use the handset unless you interrupt the download by pressing the [CLEAR] key.

Downloaded information can contain up to 100 names with one number—the default number—for each name. The downloaded information cannot be edited from the handset, only viewed or deleted. Deleting the phonebook from the handset does not affect the contact records on the PC.

Downloading the Phonebook to Your Handset

Only contacts that have been flagged for downloading will be downloaded when the process is initiated. For information on how to prepare the contact list for downloading, see "Adding and Updating Contact Records" on page107.

NOTE: When you download the phonebook, pre-existing data is erased. If the download is interrupted by pressing [CLEAR], by the handset going out of range, or by low batteries, you must download again.

To download the phonebook to your handset:

1. Press [▶]or[◀] to access the menu.

2. Select **>PhoneBook>Download**. The download process will run automatically.

3. To stop the download at any time, press [CLEAR].

To check the handset phonebook status:

1. Press [▶]or[◀] to access the menu.

2. Select **>PhoneBook>Status**. One of two messages will display:

   Empty, meaning there is currently no phonebook downloaded.

Whether or not the download was completed successfully, and the date and time of the most recent download.

To remove the phonebook from your handset:

1. Press ⬤or⬤ to access the menu.

2. Select **>PhoneBook>DeleteAll**.

3. Press 🔲 to confirm the deletion.

Placing a Call Using the Phonebook

Numbers that have been downloaded can be dialed from the handset by entering the contact name.

To place a call from the phonebook:

1. Press ⬤or⬤ to access the menu.

2. Select **>Phonebook>CallName**.

3. There are three ways you can access the name of the person to call:

• Use ⬤or⬤ to scroll through the list of available names, *or*

• Enter the first letter of the contact name, then use ⬤or⬤ to scroll through the list of available names. Press 🔲 to display and verify the number, *or*

• Press the corresponding key on the keypad for each letter. Press once for the first letter on the key, twice for the second, and three times for the third. (See "Entering Non-Numeric Symbols from the Handset Keypad" on page175 for a full table of symbols available from the keypad.)

4. When the desired contact name displays, press 🔲 to place the call.

Viewing and Using Call Information

From the handset, you can view information on calls that have been made from that handset. You can access:

• The most recently called numbers (up to 10). A called number is stored only once.

• The duration of the last call.

• Total duration of calls.

To view all calls recently placed:

1. Press ⬤or⬤ to access the menu.

2. Select **>Information>LastDialed** and press 🔲.

3. The number will display.

4. Use ⬤or⬤ to scroll through the list of numbers.

5. To redial any number, press 🔲 again while the number is displayed.

To view the most recent call's duration:

1. Press ⬤or⬤ to access the menu.

2. Select **>Information>LastCall** and press 🔲.

3. The duration will display.

To view the total duration of all calls made:

1. Press ⬤or⬤ to access the menu.

2. Select **>Information>TotalCalls** and press 🔲.

Chapter 7 Calls from
the Handset

Call Management

From your handset, you can call an external number, another handset or CyberGenie. You can also receive incoming calls from an external line or another handset, park a call (put it on hold in a way that another user can pick up the call), transfer a call to another user, or retrieve a parked call.

Your CG 2400 system also provides ways of handling multiple calls:

• Put a call on hold while you receive or place another call

• Forward a call to another user

• Set up conference calls.

How Call Sessions Work

Any call activity is referred to as a *call session*. Call sessions can be tracked on the Call Progress window (see "Call Progress Control" on page94).

Call sessions are also recorded in the call log (see "Call Log" on page101).

Each handset operation involves one *air channel*. A single call session uses one or two *air channels*, depending on the nature of the call:

• An external call (incoming or outgoing) uses a single channel.

- A call from a handset to CyberGenie also uses a single air channel.

- Calls between two handsets, however, use two air channels, one for each handset.

Your CG 2400 system supports *up to* six simultaneous air channels for a maximum of three handset-to-handset sessions if there are no handset-to-CyberGenie calls or external calls at the same time.

It also supports a maximum of two simultaneous handset-to-CyberGenie calls.

Outgoing and Incoming Calls

You can place or receive calls from your handset. All calls are either external (involving an outside line) or internal (handset to handset, or handset to CyberGenie).

You can *park* a call (put it on hold so another user can retrieve it), retrieve a parked call, or transfer a call to another user.

You can also send an unwanted call to a rejection message.

Placing an External Call

For external calls, the handset works like a cellular phone; you pre-dial the phone number first, *then* activate the call.

You have two ways of placing calls from the handset:

- You can dial a number using the handset keypad.

- You can use CyberGenie to place your call based on your spoken command, using the Call by Name feature. To use Call by Name, the contact name must already be set up in CyberGenie's contacts list, and the speech recognition feature must be activated. (For more information, see "Contacts" on page 106.)

When requesting CyberGenie to dial a name from the contacts list, CyberGenie will dial whichever number you have listed as the default number for that contact unless you specify otherwise. (See "Adding and Updating Contact Records" on page 107 for more information on setting a default number.)

To place an external call with the keypad:

1. Enter the number on the handset. The number will appear in the handset display. If you enter the number incorrectly, press 🔘 to remove the number one digit at a time, then enter the number again.

2. Press ⬛ to send the call. You will hear a dial tone, then hear the number dialing.

3. Press ⬛ to end the call. The call's duration will show for a few seconds before the handset display returns to idle mode.

To place an external call with CyberGenie:

1. Access CyberGenie by pressing ⬛ on the handset. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[CONTACT NAME]		CYBERGENIE LOOKS TO THE CONTACTS DATABASE

2. If CyberGenie is unsure whether it has made an exact match, it will repeat the name and ask for confirmation. (If CyberGenie is confident in the match, this step will be skipped.) If CyberGenie asks for a confirmation:

VOICE (SAY)	KEY	OPTION DESCRIPTION
YES	1	CYBERGENIE WILL DIAL THE NUMBER
NO	2	CYBERGENIE WILL TRY AGAIN

3. Press ⬛ to end the call. The call's duration will show briefly before the handset display returns to idle.

To specify a number other than the contact list default:

1. Access CyberGenie by pressing ⬛ on the handset. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[CONTACT NAME] AT [LOCATION]		CYBERGENIE LOOKS TO THE CONTACTS DATABASE FOR THE CONTACT'S WORK, HOME, OR CELL NUMBER BASED ON YOUR REQUEST

2. If CyberGenie is unsure whether it has made an exact match, it will repeat the name and ask for confirmation. (If CyberGenie is confident in the

match, this step will be skipped.) If CyberGenie asks for a confirmation:

VOICE (SAY)	KEY	OPTION DESCRIPTION
YES	1	CYBERGENIE WILL DIAL THE NUMBER
NO	2	CYBERGENIE WILL TRY AGAIN

3. Press ⬛ to end the call. The call's duration will show briefly before the handset display returns to idle.

Placing an Internal Call

The CG 2400 system supports up to 10 handsets. If additional handsets are subscribed to the base station and assigned to users, a user can dial another user with a handset directly.

When a user record is set up, an extension number is assigned. (See "Setting up a New User" on page 80.)

When a handset is assigned to a user, the user's name and extension number show on the handset display when no call activity is in progress on that handset.

NOTE: Handsets are easily assigned or unassigned for different users from the PC. For procedures, see "Assigning a Handset to a User" on page 77.

To place an internal call:

Pre-dial the extension and press ⬛ to send the call, or

1. Press ⬛ or ⬛ to activate the menu.

2. Select **>IntCall.**

3. Enter the user's extension number.

4. Press ⬛ to end the call.

To place an internal call using CyberGenie:

1. Access CyberGenie by pressing ⬛ on the handset. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[USER NAME]		CYBERGENIE LOOKS TO THE USER DATABASE

2. If CyberGenie is unsure whether it has made an exact match, it will repeat the name and ask for confirmation. (If CyberGenie is confident in the match, this step will be skipped.) If CyberGenie asks for a confirmation:

VOICE (SAY)	KEY	OPTION DESCRIPTION
YES	1	CYBERGENIE WILL DIAL THE EXTENSION
NO	2	CYBERGENIE WILL TRY AGAIN

3. Press [key] to end the call.

Receiving a Call

When a call is received, the handset display identifies the caller, and whether it is internal or from an outside line. If your phone line has caller ID, the handset displays available caller ID information for external lines. If the caller has ID blocking, the handset will display **Blocked**.

When a user does not answer an incoming call, CyberGenie routes the incoming call depending on how the CyberGenie@Work software is configured. For more information, see "Setting Call Routing" on page 70.

The user is notified of incoming calls either through a ring, or, if the ring is disabled, by a flashing indicator light on the handset and through the handset display.

NOTE: You can set up custom rings to distinguish between call types. For more information, see "Changing the Ringer Sound" on page 151.

To receive a call:

1. When alerted to an incoming call, press [key] to receive the call. If you do not take the call, it will be routed to either the system inbox or your personal voicemail, based on the system's call routing configuration.

2. When finished with the call, press [key] to end the call.

Parking a Call

Call parking allows you to place a call on "hold" in such a way that another user may pick it up.

If the call remains parked for more than two minutes, CyberGenie pages the handset that parked the call.

If the call continues to remain parked, or if the handset the call was parked from does not answer or is turned off, CyberGenie will route the call to the user's forwarding destination. (For more information on routing, see "Setting Call Routing" on page 70.)

To park an external call:

NOTE: Internal calls cannot be parked.

1. While the call is active, press [CG]. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✱	ACCESS CYBERGENIE

2. CyberGenie responds: *Yes, <your name>?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
PARK THIS CALL	6 5	CYBERGENIE PARKS THE CALL AND CONFIRMS THAT IT IS PARKED

Retrieving a Parked Call

Once a call is parked, any user can retrieve it.

NOTE: You can only retrieve a parked call if your handset is in idle mode (no current call activity).

To retrieve a parked call:

1. Press [CG]. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✱	ACCESS CYBERGENIE

2. CyberGenie responds: *Yes, <your name>?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
RETRIEVE	6 4	RETRIEVE PARKED CALL WHEN A PARKED CALL IS WAITING

3. If more than one call has been parked, also state the line number description (such as **Line 1**) that the call came in on. If no line number is stated, the call that has been parked the longest will be retrieved and CyberGenie will connect the call to your handset.

Retrieving a Call from a Non-CyberGenie Phone

If you have an analog phone connected to the same phone line as your CG 2400 system, there may be occasions where a call is answered with the analog phone but you or another user want to take the call on a CyberGenie handset.

NOTE: *This feature is only available if there are no parked calls already in the system and you do not have another call on hold.*

If the user configuration for that handset has been set to block outgoing calls on the requested line, the line cannot be picked up from that handset.

To pick up a call originally answered by a non-CyberGenie phone:

1. Press 🛡️. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✱	ACCESS CYBERGENIE

2. CyberGenie responds: *Yes, <your name>?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
RETRIEVE	6 4	RETRIEVE CALL ORIGINALLY ANSWERED ON AN ANALOG PHONE

Transferring a Call to Another Handset

You also have the option of transferring an active call to another handset user.

There are two methods of transfer:

Attended Transfer You stay on the line until the other party answers and you can notify the party that the call is being transferred.

Blind Transfer The call is sent to a new destination and you disconnect before finding out whether the call was received by the handset user or sent to the user's voicemail.

To place an attended call transfer by speech command:

1. While the call is active, press 🛡️. CyberGenie responds: *Who would you like to call?*

2. State the name of the user to whom the call will be transferred.

3. When the user picks up the call, announce the caller, then press ◀NO to complete the transfer and hang up.

To place an attended call transfer keypad command:

1. While the call is active, press 🛡️. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✱	ACCESS CYBERGENIE

2. CyberGenie responds: *Yes, <your name>?*

KEY	OPTION DESCRIPTION
6 3 *[PLUS USER EXTENTION]*	CYBERGENIE PARKS THE CALL AND DIALS THE INTERNAL USER

3. When the user picks up the call, announce the call, then press ◀NO to complete the transfer and hang up.

To place a blind call transfer:

Repeat the procedures above, but press ◀NO as soon as the other handset starts to ring.

Rejecting a Call

Call rejection lets you disconnect an unsolicited external call. When a caller is routed to call rejection, CyberGenie plays a message before disconnecting the call.

NOTE: Calls can also be rejected from the Call Progress window. See "Rejecting a Call" on page99.

For information on recording a rejection message, see "Recording a Rejection Message" on page63 or "Changing the Rejection Message" on page128.

To reject a call:

1. Press 🛡. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✳	ACCESS CYBERGENIE

2. When CyberGenie responds:

VOICE (SAY)	KEY	OPTION DESCRIPTION
REJECT THIS CALL	6 8	CYBERGENIE ROUTES THE CALL TO THE REJECTION MESSAGE. AFTER THE MESSAGE PLAYS, CYBERGENIE DISCONNECTS THE CALL

Multiple Calls

With the CG 2400 system, you can handle multiple calls:

*   CyberGenie has its own call waiting feature that acts independently of your phone service call waiting.

*   You can put a call on *temporary* hold to dial another number.

*   You can conference a call between yourself and two external calls, an external call and another handset, or two more handsets.

CyberGenie Call Waiting

CyberGenie alerts you to an incoming call when you are on another call by playing a distinctive tone and displaying a message on the handset.

You have the option of taking the call or allowing it to ring through to your voicemail or other call forwarding setting, depending on how your call routing is set up. (For more information, see "Setting Call Routing" on page 70.)

To accept the waiting call

1. When CyberGenie signals that a call is waiting, press the 🔘 key.

2. CyberGenie connects the new call and places the active call on hold.

Putting a Call on Hold

When you press the 🛡 key while connected with a caller, the caller is placed on temporary hold until you tell CyberGenie what you want to do with the call. You can place a call on hold while you speak with another caller or give a command to CyberGenie.

NOTE: Hold is different from call parking (see "Parking a Call" on page137). Call parking lets another user take the call. Hold is temporary; the call automatically returns to active if no actions are taken with two minutes.

When you have two simultaneous calls, the handset displays the caller information (number, name, or caller ID). The top line displays the current caller. The flashing text on the bottom line displays the caller on hold.

To place a call on hold:

1. Place the current call on hold by pressing [CG] on the handset. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[NAME TO CALL]		CYBERGENIE WILL PLACE THE SECOND CALL

2. To *switch* between the active call and the call on hold, press [CG], then:

VOICE (SAY)	KEY	OPTION DESCRIPTION
SWITCH CALLS	6 3	CYBERGENIE WILL SWITCH YOU TO THE CALL ON HOLD

3. To *disconnect* the active call, press [CG], then:

VOICE (SAY)	KEY	OPTION DESCRIPTION
HANG UP	6 4	CYBERGENIE WILL DISCONNECT THE ACTIVE CALL, AND THE SECOND CALL WILL BECOME ACTIVE

NOTE: You cannot transfer an external caller to another external number.

4. To *transfer* the call to another user, press [CG], then:

VOICE (SAY)	KEY	OPTION DESCRIPTION
[USER NAME]		CYBERGENIE WILL TRANSFER THE CALL TO THE USER NAME

5. Press [NO] while the call is ringing to hang up and transfer the call, or wait for the called party to answer and then press [NO].

Conferencing Calls

With *conference calling,* you can connect three parties. Three-way calls can be established between internal users and between parties through external phone lines using CyberGenie.

There are two ways to make a conference call from the handset:

Using CyberGenie To use CyberGenie for setting up a conference call, both parties to be conferenced must be set up in the contacts list and activated for speech recognition. For more information, see "Adding and Updating Contact Records" on page107.

Manually setting up a conference call If the initiator of a conference call disconnects the call, then all external callers involved in the conference call are disconnected.

Conference calls can also be set up through the Call Progress window. For more information, see "Conferencing a Call" on page98.

To make a conference call using CyberGenie:

1. Press [CG]. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	✱	ACCESS CYBERGENIE

2. When CyberGenie responds:

VOICE (SAY)	KEY	OPTION DESCRIPTION
SET UP A CONFERENCE	6 5	START CONFERENCE PROCEDURE

3. CyberGenie will ask: *Who is the first party you would like me to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[FIRST PARTY'S NAME]		CYBERGENIE WILL DIAL THE NUMBER

4. Once you are connected, tell the party that you are setting up a conference call, and press [CG] to place the first party on hold and access CyberGenie again.

5. CyberGenie responds: *Who is the second party you would like me to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
[SECOND PARTY'S NAME]		CYBERGENIE WILL DIAL THE NUMBER

NOTE: If you press [NO] *while setting up a conference call, the conference call is disconnected.*
If all internal callers disconnect, then external callers are disconnected.
As long as one internal caller is on the line, external calls will remain in the conference.

6. Once connected, tell the second party that you are setting up a conference call, then press [CG] again. CyberGenie will ask you if you want to establish the conference:

To retrieve a parked call while on hold or in a conference:

1. If you are on hold or in a conference call, and wish to pick up a parked call, you must end any current call activity first.

2. For procedures on retrieving a parked call, see "Retrieving a Parked Call" on page137.

Calls from the Handset Phonebook

The CG 2400 system provides a way for you to download your most frequently referenced numbers from CyberGenie into your handset.

NOTE: While downloading the phonebook, you cannot use the handset unless you interrupt the download by pressing the [CLEAR] *key.*

Downloaded information can contain up to 100 names with one number—the default number—for each name. The downloaded information cannot be edited from the handset, only viewed or deleted. Deleting the phonebook from the handset does not affect the contact records on the PC.

Downloading the Phonebook to Your Handset

Only contacts that have been flagged for downloading will be downloaded when the process is initiated. For information on how to prepare the contact list for downloading, see "Adding and Updating Contact Records" on page107.

NOTE: When you download the phonebook, pre-existing data is erased.
If the download is interrupted by pressing [CLEAR]*, by the handset going out of range, or by low batteries, you must download again.*

To download the phonebook to your handset:

1. Press [▼]or[▲] to access the menu.

2. Select **>PhoneBook>Download**. The download process will run automatically.

3. To stop the download at any time, press [CLEAR].

To check the handset phonebook status:

1. Press [▼]or[▲] to access the menu.

2. Select **>PhoneBook>Status**. One of two messages will display:

   Empty, meaning there is currently no phonebook downloaded.

Whether or not the download was completed successfully, and the date and time of the most recent download.

To remove the phonebook from your handset:

1. Press ⬗or⬖ to access the menu.

2. Select **>PhoneBook>DeleteAll**.

3. Press [YES] to confirm the deletion.

Placing a Call Using the Phonebook

Numbers that have been downloaded can be dialed from the handset by entering the contact name.

To place a call from the phonebook:

1. Press ⬗or⬖ to access the menu.

2. Select **>Phonebook>CallName**.

3. There are three ways you can access the name of the person to call:

• Use ⬗or⬖ to scroll through the list of available names, *or*

• Enter the first letter of the contact name, then use ⬗or⬖ to scroll through the list of available names. Press [YES] to display and verify the number, *or*

• Press the corresponding key on the keypad for each letter. Press once for the first letter on the key, twice for the second, and three times for the third. (See "Entering Non-Numeric Symbols from the Handset Keypad" on page175 for a full table of symbols available from the keypad.)

4. When the desired contact name displays, press [YES] to place the call.

Viewing and Using Call Information

From the handset, you can view information on calls that have been made from that handset. You can access:

• The most recently called numbers (up to 10). A called number is stored only once.

• The duration of the last call.

• Total duration of calls.

To view all calls recently placed:

1. Press ⬗or⬖ to access the menu.

2. Select **>Information>LastDialed** and press [YES].

3. The number will display.

4. Use ⬗or⬖ to scroll through the list of numbers.

5. To redial any number, press [YES] again while the number is displayed.

To view the most recent call's duration:

1. Press ⬗or⬖ to access the menu.

2. Select **>Information>LastCall** and press [YES].

3. The duration will display.

To view the total duration of all calls made:

1. Press ⬗or⬖ to access the menu.

2. Select **>Information>TotalCalls** and press [YES].