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Zultys Telephone Quick Reference Guide

❖ Basic User Features

- Placing a Call
 - Dial the extension number or telephone number, wait a few seconds for the call to auto dial
 - OR press the "Dial" softkey.
 - OR pickup the handset
 - OR press an available "Line" or "Call" key
 - OR press the "Speaker/Headset" key
 - Include the "9" before dialing a telephone number, if your system requires it.
 - To use the handset for the call, lift the handset prior to dialing the extension number/telephone number. To use the speakerphone or headset, press the "Speaker/Headset" button prior to dialing the extension number/telephone number. While on a call, the "Speaker/Headset" button will toggle between the speakerphone and headset.
- Answering a Call
 - When your phone is ringing, press the "Speaker/Headset" button to answer the call using the speakerphone or headset
 - OR pickup the handset
 - OR press the "Answer" softkey
 - OR press the Line key or Call key for the incoming call.
 - When you press the "Answer" softkey or the Line key, the call will use either the speakerphone or headset, whichever is programmed as the default for your phone.
 - If you're already connected to a call and another call comes in, pressing the Line key or Call key for the second call or pressing the "Answer" softkey will place the first call on hold and answer the second call.
 - To divert an incoming call to voicemail, press the "Goodbye" key or the "Ignore" softkey. On Zip 2x2 phones, press the "DND" key.
- Call Pickup
 - If another phone is ringing and you want to answer the call from your phone, with the handset in place, dial the extension number that you want to answer, followed by star (example... 8980*), THEN lift the handset.
 - If the call is ringing to a group of phones, dial the group number (example...8827*), THEN lift the handset.
- Ending a Call
 - Hang up the handset
 - OR press the "Goodbye" key
 - OR press the "Drop" softkey.
 - OR press the "Speaker" key (Zip 2x2 phones only)
- Transferring a Call (Direct or Screened)
 - While on a call, press the "Transfer" key (or "Xfer" softkey) and dial the destination extension or external telephone number.
 - Include the "9" before dialing a telephone number, if your system requires it.
 - Announce your call when the destination answers and hang up OR press the "Transfer" key again to complete the transfer. You may also hang up or press the "Transfer" key without announcing the call to complete a blind (unscreened) transfer. The call must start to ring to the transfer destination before you hang up.
 - If the destination phone hangs up after you announce the call, but before you hang up; the call that was to be transferred will be placed on hold on your phone.
 - If the destination doesn't answer or doesn't want to take the call, press the "Line" for the original call to resume the call, rather than transferring it.
 - On Zip 2x2 phones, you must press the "Call 2" key to process the second call when making a screened transfer.
- Transferring a Call Directly to Voice Mail
 - To Transfer a call directly to another extension's voice mail, without ringing their phone, press the "Transfer" key
 - Dial *86 followed by the extension number.
 - Once the call starts ringing to voicemail, press the "Transfer" key again or hang up.
- Putting a Call on Hold
 - Press the Hold key.
 - To retrieve a held call, press the Line key or Call key where the call is held. While a call is on hold, the Line key or Call key will blink and the phone will beep periodically to remind you that you have a call on hold.
 - If multiple calls are on hold, use the left and right arrow keys to view the information for each held call. (Not available on Zip 2x2 phones.)
- Connecting 2 Held Calls

- If you have 2 calls holding on separate lines, you can connect them together (transfer) without disconnecting and redialing either call.
- Retrieve one of the held calls
- Press the “Transfer” key
- Press the Line key or Call key for the second held call
- Press the “Transfer” key again
- Using Call Park
 - To Park a call, press the “Park” softkey. The phone display will show you where the call is parked (0-9).
 - To Retrieve a parked call, press the “Pickup” key and dial the number where the call is parked (0-9). Wait a few seconds for the call to auto dial
OR press the “Dial” softkey.
 - On Zip 2x2 phones, park the call by dialing “Transfer *770 and the destination where you wish to park the call. (Example...”Transfer *7701) To pick up the call, dial *770 and the destination where the call is parked.
- Redialing a Number
 - Press the “Redial” key twice. This will redial the most recently placed call.
 - To scroll through the 100 most recently placed calls, press the “Redial” key and use the arrow keys to scroll through the call list. When you’ve located the call you wish to redial, press the “Dial” softkey.
OR press a “Line” or “Call” key
OR press the “Speaker/Headset” button
OR lift the handset
 - To delete the call from your placed call list, press the “Delete” softkey. To view more details about the placed call, press the “Details” softkey. (These options may not be available on all phone models.)
- Using Do Not Disturb
 - Press the “DND” softkey or “Do Not Disturb” key.
 - To cancel, press the “DND” softkey again.

❖ **Advanced User Features**

- Using Call Forwarding
 - Press the “Options” key. Select “Call Forward”.
 - To turn all types of forwarding on or off, press the “All On” or “All Off” softkey. Press the “Change” softkey. Use the down arrow to select the “Number” field. Use the keypad to type in the extension number or external telephone number where you’d like to forward your calls. Include the “9” before dialing a telephone number, if your system requires it.
 - Press the “Done” softkey.
 - To turn just Busy or No Answer Forwarding on or off, press “2” for Busy Forwarding and “3” for No Answer Forwarding. Press the “Change” key to toggle the state between “On” and “Off”. Use the down arrow to select the “Number” field. Use the keypad to type in the extension number or external telephone number where you’d like to forward your calls. If you are forwarding to an external telephone number, include a “9” before the telephone number. Press the “Done” softkey.
 - On Zip 2x2 phones, access call forwarding by pressing the “Function” key and the “DND/Call Forward” key.
 - Placing a Conference Call
 - To place a “local” conference call, dial your first call
 - Press the “Conf” softkey or “Conference” key
 - Dial the next party
 - Press the “Conf” softkey again. This will connect all parties.
 - On the Zip 2x2 phones, there is no privacy while adding the second party. Instead of being placed on hold, the first party can hear the second call being dialed and the conference is immediately created.
- For conferences with more than 3 people, the conference server or voice mixer will need to be used.
- Creating a Conference Call with 2 Held Calls
 - Retrieve the first held call
 - Press the “Conf” softkey
 - Press the Line button for the second held call
 - Press the “Conf” softkey again. This will connect all parties
 - Using Overhead Paging
 - Lift the handset and press the page button OR dial *401.
 - Using Caller ID Features
 - Press the “Services” softkey
 - Select Callers List
OR Press the “Callers List” key
 - To Delete the entire list, press the “Delete List” softkey
 - To view calls, use the arrow keys to scroll through the list.
 - To call a number back, press the “Dial” softkey
OR press a “Line” key
OR press the “Speaker/Headset” button
OR lift the handset
 - To view the call duration, press the “Details” softkey
 - To delete the call record, press the “Delete” softkey
 - To copy the entry to your station directory, press the “Copy” softkey
 - To return to the previous screen, press the “Quit” softkey

(These options may not be available on all phone models. There is no way to review call logs from the Zip 2x2 phones.)

❖ Information/Personalization Features

- Changing Ring Tone
 - Press the “Options” key
 - Select “Preferences”
 - Select “Tones”
 - Select “Ring Tone”
 - Use the arrow keys to select a ring tone (1-5) or Silent.
 - Press the “Set” softkey to save
 - (On the Zip 2x2 phones, press the “Fuction” key and the “Redial/Menu” key to access phone preferences.)
- Changing Display Contrast/Backlight
 - Press the “Options” key
 - Select “Preferences”
 - Select “Display”
 - Select “Contrast Level”
 - Use the right and left arrow keys to adjust the contrast level
 - Press the “Done” softkey
 - To change the backlight options (if available), select “Backlight”
 - Use the arrow keys to select “Off” or “Auto”
 - If selecting “Auto”, use the “Advanced” softkey to set the backlight auto off timer.
 - Press the “Done” softkey to save
 - (On the Zip 2x2 phones, press the “Fuction” key and the “Redial/Menu” key to access phone preferences.)
- Changing Time and Date Format
 - To change the way that the time and date display on your phone, press the “Options” key.
 - Select “Preferences”
 - Select “Time and Date”
 - Select “Time Format” or “Date Format”
 - Use the “Change” softkey and arrow keys to select your preferred format
 - Press the “Done” softkey to save
 - (The actual time and date shown on the phone will be set by the server, not at the phone level.)
- Using a Corporate Directory
 - Press the “Directory” softkey
 - Use the arrow keys to select the extension you wish to dial
 - Press the “Dial” softkey to call your selection
 - (This option is not available on the Zip 2x2 phones.)
- Using “Quick Dial” Speed Dials
 - You can assign a “quick dial” speed dial to number keys 1-9.
 - Once programmed, you can speed dial a number by pressing and holding the number key.
 - For initial configuration, press and hold the number key that you wish to program.
 - Follow the onscreen prompts to enter the telephone number (9 included) and select the line that you choose to dial out from, if you have a preference.
 - Press the “Save” softkey to save the entry or “Cancel” to cancel the entry.
 - Once programmed, press and hold the number key to initiate the call to that speed dial.
 - (This option is not available on the Zip 2x2 phones.)
- Using the Station Directory
 - Press the “Services” softkey
 - Select “Directory”
 - To Add a number to the directory, press the “Add New” softkey
 - Use the arrow keys to scroll between the fields and enter the contact information, as you would on a mobile phone.
 - Press the “Save” softkey to save the entry or “Cancel” to cancel the entry.
 - Numbers can also be added to the directory from the Caller ID list
 - To Dial a directory number, use the arrow keys to scroll to the directory entry that you desire.
 - Press the “Dial” softkey
 - To delete or change the entry, press the “Delete” or “Change” softkey
 - To return to the previous screen, press the “Quit” softkey
 - (This option is not available on the Zip 2x2 phones.)
- Changing Speaker/Headset Mode
 - To change the default audio mode for your phone, press the “Options” key
 - Select “Preferences”
 - Select “Set Audio”
 - Select “Audio Mode”
 - Use the arrow keys to select a mode. For “Speaker/Headset” and “Headset/Speaker”, the first selection will be the default, but the “Speaker/Headset” key will toggle to the second option.
 - Press the “Done” softkey to save
 - (This option is not available on the Zip 2x2 phones.)
- Adjusting the Ringer Volume

- While the phone is idle, press the volume up or volume down key
- Adjusting the Handset, Speaker and Headset Volume
 - While listening, press the volume up or volume down key
- Muting a Call
 - While on a call, press the Mute key. When muted the Mute key will be illuminated (on Zip 5 series phones). Press again to unmute.

❖ Using Voice Mail

- Accessing Voice Mail (from your phone)
 - Press your "Voice Mail" softkey or dial *86
 - When prompted, enter your password (default is 0000)
On Zip 2x2 phones, press the "Msg" key.
- Accessing Voice Mail (from another phone in the office)
 - Dial your extension number
 - When your message picks up, press the # key
 - Follow the prompts to enter your mailbox (extension) number and password
- Accessing Voice Mail (outside of the office)
 - Dial your direct line
 - When your message picks up, press the # key
 - Follow the prompts to enter your mailbox (extension) number and password.
- Setting Up Voice Mail
 - Access your Voice Mail box and enter your password
 - Follow the voice prompts to enter a new password (mandatory). This will be your password to log into MXIE as well.
 - Press 1 to accept your new password and follow the voice prompts to record your name
 - Press 1 to accept your recorded name and follow the voice prompts to record your greeting OR
 - Press 2 to accept your recorded name and record your greeting at a later time
- Voice Mail Options (Once logged into Mailbox)
 - 1: Review Messages
 - 2: Scan Headers of Messages
 - 3: Leave Message for Another User
 - 4: Change Profile, Name, Greetings
 - 1: Personal Profile
 - 1: Change Password
 - *: Return to Main Menu
 - 2: Recorded Name or Greetings
 - 1: Record Name
 - 2: Record a Greeting
 - 3: Play Name & Greetings
 - 4: Activate a Greeting
 - 0: Deactivate All Greetings
 - *: Return to Main Menu
 - 3: Auto Attendant Options
 - *: Return to Main Menu
 - *: Access Another Voicemail Box
- Options While Reviewing Messages
 - 0: Play Current Message, Without Header
 - 1: Repeat Current Message, With Header
 - 2: Save Current Message
 - 3: Erase Current Message
 - 4: Reply To Message (Messages from Internal Extensions Only)
 - 44: Call Back, Using Message Caller ID
 - 5: Forward Message to Another User
 - 6: Play Previous Message
 - #: Play Next Message
 - 7: Rewind Message 3 Seconds
 - 8: Pause Current Message
 - 9: Skip Forward 3 Seconds
 - ##: End Review of Messages
 - When a caller is leaving a message, they can press "1" to skip the greeting and start leaving their message.