



# CYTRACOM




## Cytracom D2

### Quick User Guide


#### USING THE HEADSET OR SPEAKER

- 1) Use the Speaker Button  to turn speaker ON/OFF.
- 2) Use the Headset button  to use the headset once it had been connected.

#### MAKING A CALL

- 1) Take Handset/Headset off-hook or press Speaker button or an available LINE key (activates speakerphone) .
- 2) The line will have dial tone and the corresponding lines LED will turn green.
- 3) Enter the phone number.
- 4) Press the SEND button  or press the "DIAL" soft key.

#### REDIAL

- 1) Take the phone off-hook.
- 2) Press the SEND button  or press the "REDIAL" soft key.

#### ANSWERING CALLS

##### Single Incoming Call:

- 1) Answer call by taking Handset/Headset off hook or pressing SPEAKER or by pressing the corresponding account LINE button.


##### Multiple Incoming Calls:

- 1) When there is a call waiting, users will hear a call waiting tone.
- 2) The next available line will flash red.
- 3) Answer the incoming call by pressing its corresponding LINE button.
- 4) The current call will be put on hold.
- 5) Toggle between the calls using the LINE buttons.

#### ENDING A CALL



End a call by pressing the "EndCall" soft key or hang up the phone.

#### CALL HOLD/RESUME


- 1) Hold: Place a call on "hold" by pressing the hold button. 
- 2) Resume: Resume call by pressing the corresponding blinking LINE button.

#### CALL TRANSFER

##### Blind Transfer:


- 1) Press transfer button. 
- 2) Dial the number and press the send button  to complete transfer of active call.

##### Attended Transfer:

- 1) Press an idle line key to make a new call and the active LINE will be placed on hold automatically.
- 2) Once the call is established, press transfer  button followed by the LINE button of the held line to transfer the call.
- 3) After the call is transferred, phone will display idle screen.

#### 3-WAY CONFERENCE


##### Initiate a Conference Call:

- 1) Press conference button  to bring up conference dialing screen.
- 2) Dial the third party number followed by SEND key.
- 3) When the call is established to the third party, press the "ConfCall" soft key to initiate 3-way conference.

##### Cancel a Conference Call:

- 1) Press "Cancel" soft key on conference dialing screen to resume the two-way conversation.


#### Hold The Conference:

- 1) Press hold button  to hold the conference call with all parties are on hold;
- 2) Press "ReConf" soft key to resume conference call; or select the corresponding blinking LINE to speak with an individual party.



#### End The Conference:

The conference will be terminated for all three parties if the conference initiator hangs up or presses "EndCall" soft key.


#### VOICEMAIL MESSAGE

- 1) A blinking red MWI (Message Waiting Indicator) indicates a message is waiting.
- 2) Press the Message button  to retrieve the message. Prompts will walk the user through the process of message retrieval.

#### MUTE/DELETE

- 1) Press the MUTE button  to mute/unmute the microphone.
- 2) The Mute icon  indicates whether the microphone is muted.

#### VOLUME ADJUSTMENTS

Use the volume button  to adjust the ring volume when the phone is idle. Press the volume button during an active call to adjust the call volume.