

PBXact 820 Quick Reference Guide



Schmooze[®]
Schmooze Com Inc.

*Place on your desk next to your
phone for quick referencing!*

Attended Transfer

1. While on the call, press **Transfer** button.
2. Enter in the # or extension and press the DIAL button.
3. You can now speak to the person you dialed.
4. Hang up your phone and the caller will be transferred.

Blind Transfer

1. While on the call, press **Transfer** button.
2. Enter in the # or extension and press the **Transfer** button.
3. Hang up your phone and the caller will be transferred.

Hold

1. While on the call, press the or **Hold** button.
2. Press the blinking **Line 1** or **Line 2** button to continue.

Call Waiting

1. Press the blinking **Line 1** or **Line 2** button.
2. To reconnect, press the blinking **Line** button.

Call Lists

1. Press the **Callers** button
2. Use the Up and Down keys
3. Highlight the number you want to redial
4. Press the L1 or L2 button to connect the call

Redial

1. Press or **Redial**
2. Use the Up and Down keys
3. Highlight the number you want to redial
4. Press the **Redial** button again to call that number

Do Not Disturb

1. Press the DND button.

Ring Volume

1. Press  located at bottom of keypad.

Call Volume

1. While on the call, press  located at the bottom of the keypad.

Speakerphone Operation

1. Either Press **Speaker**, **Line 1**, **Line 2**

Conference Calling (Outbound Only)

1. When on a call, press the **Conf.** button (this will place the first caller on hold).
2. Dial the new number or extension and press DIAL button
3. When the 2nd caller answer the call press the **Conf.** button.
4. All 3 callers will now be connected as 1 call.

Call Parking

1. While on a call press the PARK button
2. Your phone will play back the parking lot #.
3. Dial the parking lot # from any phone to be connected.

Voicemail Retrieval

1. Press the V-MAIL Button
2. Enter your password

Standard Feature Codes

Feature	Code	Feature	Code
Call Forward		DND	
Call Forward All Activate	*72	DND Activate	*78
Call Forward All Deactivate	*73	DND Deactivate	*79
Call Waiting		Speed Dial	
Call Waiting - Activate	*70	Speed Dial Prefix	*0
Call Waiting - Deactivate	*71	Set User Speed Dial	*75
Paging and Intercom			
Intercom Prefix	*80		
Voicemail			
Dial Voice Mail	*98		
My Voicemail	*97		
MISC.			
Record Call	*1		
Send Caller to Voicemail	* Plus Ext.		
Call Pickup	** Plus Ext. Ringing		
Park Call	Transfer to ext. 70		
Pickup Park Call	Dial Parking Lot #		