

## Checking Voicemail

### From your phone

- a. Lift the handset and press the Voicemail Message button
  - b. Follow the voice prompts to enter your Password (PIN)
- OR
- a. Lift the handset and dial your Company's VM Extension
  - b. Enter Password (PIN)

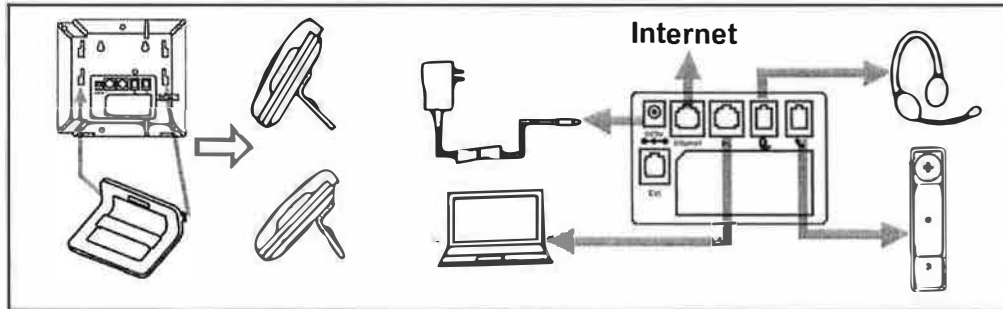
### Using Crexendo Web Portal

- a. Log into your Crexendo Web Portal
- b. Double-click the message to play through your PC's speakers.

### Using Crexendo Web Portal

- a. Dial 877-282-4524 and enter:  
The 10-digit Direct Dial number for your phone  
Your ID (Extension Number)  
Your password (PIN)

## Assembly



## Support Contact

- Contact your Crexendo System Administrator for first-tier answers and troubleshooting
- The Crexendo Cloud Communications Professional Services Support Team is ready to help at any time at **855.211.2255**

# Enterprise IP Phone

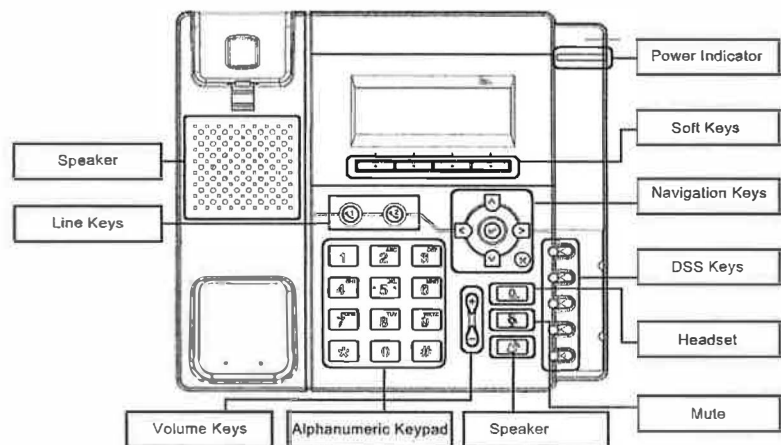


## Quick Reference

For

**CX220**

## Hardware Overview



## LEDs

1. **Power Indicator:** Steady green when power on, blinking green when a call is ringing.
2. **Line Keys**
  - Steady green:** During a conversation, or after handset is picked up prior to making a call.
  - Blinking red:** A call is ringing.
  - Off:** Line is Idle (not in use).

## Place a call

Three ways to make a call:

- 1) **Handset:** Pick up the handset; enter the number, and then press the send soft key or press **#**.
- 2) **Speaker:** Press **[Speaker]** or the line keys; enter the number, and then press the send soft key or press **#**.
- 3) **Headset:** Press **[Call]**; enter the number, and then press the send soft key or press **#**.

**Note:** You can also use **Contacts** or **Call log** to dial the number you want.

Press place the call using one of the three ways mentioned above.

## End a call

To end a call in three different modes:

- 1) **Handset:** Hang up the handset or press the **Cancel** soft key.
- 2) **Speaker:** Press **[Speaker]**, or press the **Cancel** soft key
- 3) **Headset:** Press the **Cancel** soft key.

## Answer a call

- 1) **Handset:** Pick up the handset;
- 2) **Speaker:** Press **[Speaker]**;
- 3) **Headset:** Press **[Call]**.

**Note:** You can also reject the call by pressing the **Reject** soft key.

## Hold

Press the **Hold** soft key during a call to hold the call.

Press **Resume** soft key to resume the call.

## Call Transfer

### Blind Transfer

- a. Press the **Transfer** soft key during a call. The call will be placed on hold.
- b. Enter the number that the call is to be transferred to.
- c. Press the **Transfer** soft key to complete the transfer.

### Attended Transfer

- a. Press the **Transfer** soft key during a call. The call will be placed on hold.
- b. Enter the number the call is to be transferred to, and press the **Send** soft key or
- c. When the call is answered, make the introduction and press **Transfer** soft key to complete the transfer.

### Transferring a call directly to another extensions voice mailbox

- a. Press the **Transfer** soft key during a call. The call will be placed on hold.
- b. Enter \*10 plus the extension of the voice mailbox the call is to be transferred to
- c. Press the **Transfer** soft key to complete the transfer.

## Call Conference

Assuming that A and B are in conversation. A wants to bring C (or D & E) in a conference.

- a. Dial the first party, when they answer, press the **Conf** softkey
- b. Dial the second party, after they answer, press the **Conf** softkey again. All parties now be connected.

## Call Mute

Press **[Mute]** to mute the microphone during a call.

Press **[Mute]** again to un-mute the conversation.