Call Conference

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

1) A presses line 2. The call between A and B is placed on hold.

2) A enters the number of C and then presses the **Send** soft key or **#**. C answers the call.

3) A presses 👥 or the **Conference** soft key. Now A, B and C are in a conference call.

4) To add D&E, A presses Line 3, and the current conference is now on hold. A dials D and presses 👥. D is now in the conference call. A Presses line 4, dials E, presses 👥 , and now A,B,C,D,E are in conference together.

> **Note: If C does not answer the call, A can go back to continue the conversation with B. Once A hangs up the call, the conference is ended, while if B or C hangs up the call, the conversation between A&C or A&B continues.**

Checking Voicemail

From your phone

1) Lift the handset and press the **Message** button. Follow the voice prompts to enter your Password (PIN). **OR**
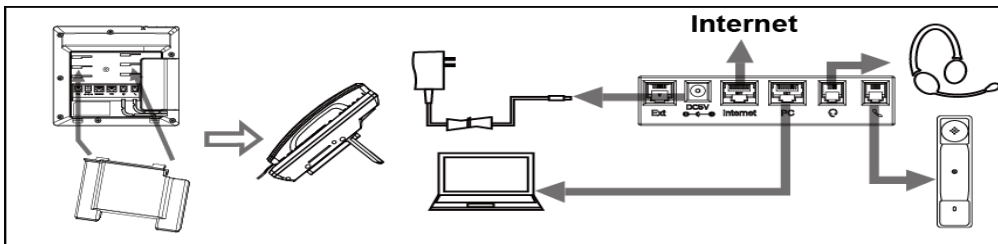2) Lift the handset and dial your Company's VM Extension. Enter Password (PIN).

Using Crexendo Web Portal

1) Log into your Crexendo Web Portal and go to the Messages page.
2) Double-click the message to play through your PC's speakers.

Using PSTN

1) Dial the 10-digit number assigned to your phone and wait for your voicemail greeting.
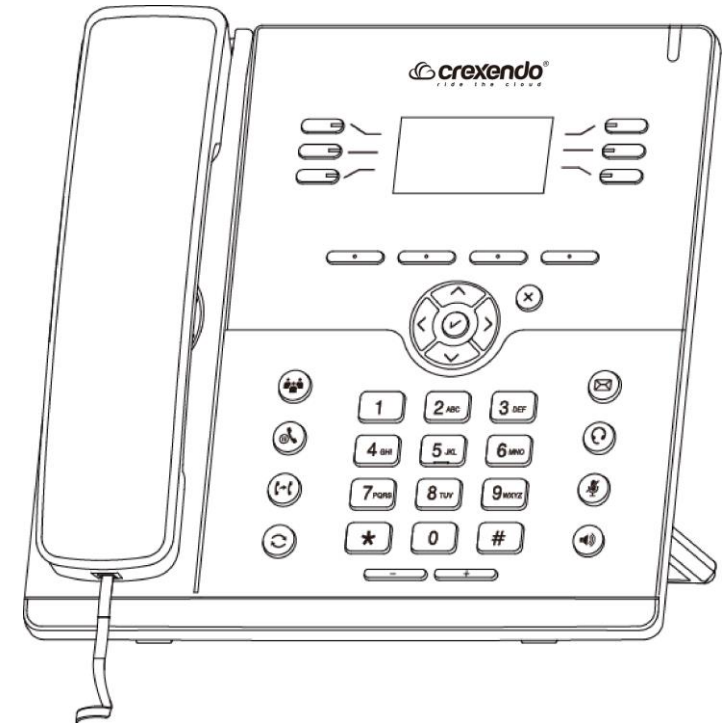2) Press * upon hearing the greeting and enter your password (PIN) when prompted.

Assembly

Contact Support

Contact your Crexendo System Administrator for first-tier answers and troubleshooting.

For additional assistance, the Crexendo Cloud Communications Professional Services Support Team is ready to help at any time at **855.211.2255.**
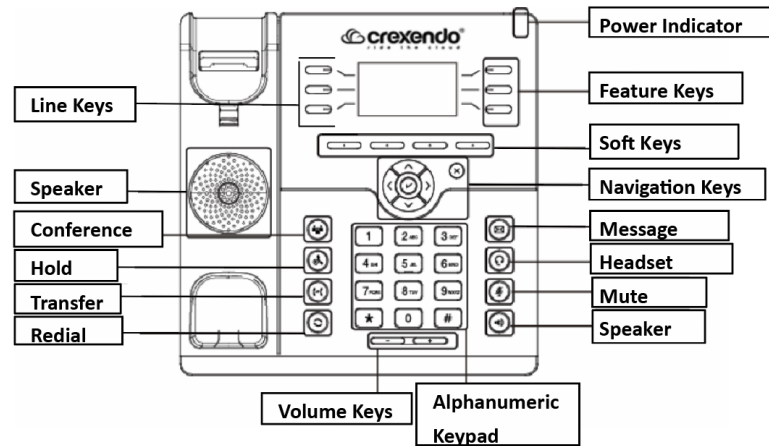

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Enterprise IP Phone

Quick Reference

For

CX270

Hardware Overview

LEDs

1) **Power Indicator:** Steady green when power is on; blinking green when the call is ringing.

2) **Line Keys**

   Steady green: A conversation is occurring, or a call is in the process of being dialed.

   Blinking green: The call is on hold.

   Blinking red: The call is ringing.

   No light: Idle interface.

Place a call

Three call modes:

1) **Handset:** Pick up the handset; enter the number, then press send soft key or press **#**.

2) **Speaker:** Press   or the line keys; enter the number, then press send soft key or press **#** .

3) **Headset:** Press 🎧; enter the number, then press send soft key or press **#**.

Note: You can use Contacts or History to dial a number. You can also alternate the mode during the call.

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 🔊, 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 🔊 or press the **Answer** soft key.

3) **Headset:** Press 🎧.

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

Redial

Press ↻ to redial the last number dialed.

Hold

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

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

Call Mute

Press 🎤 to mute the microphone during a call.

Press 🎤 again to un-mute the microphone.

Call Transfer

Blind Transfer

1) Press ⟿ or **Transfer** soft key during the conversation. The call is now on hold.

2) Enter the number that the call is to be transferred to.

3) Press ⟿ or the **Transfer** soft key and now the blind transfer is complete.

Attended Transfer

1) Press ⟿ or **Transfer** soft key during the conversation. The call is now on hold.

2) Enter the number the call is to be transferred to and press the **Send** soft key or **#**.

3) When the call is answered, make the introduction, and then press ⟿ or **Transfer** soft key and the attended transfer is complete.

Semi-Attended Transfer

1) Press ⟿ or **Transfer** soft key during the conversation. The call is now on hold.

2) Enter the number the call is to be transferred to and then press **#**. [hear ring tone]

3) Press ⟿ or the **Transfer** soft key and the semi-attended transfer is complete.