

## **Transferring Calls**

**Consultative:** While on an active call, tap **Transfer**, dial the party to whom you are transferring the call, and tap **\( \)**. After the party to whom you are transferring the call answers, tap **Transfer** again.

#### Notes:

- You may need to tap **More** to see **Transfer**.
- The original caller will be automatically placed on hold when you tap **Transfer**.
- You must wait for the person to whom you are transferring the call to answer to complete the transfer.
- If the party to whom you are transferring does not want to accept the transfer, tap Cancel
  to reconnect with the original caller.

**Blind:** If you would like to transfer the call directly to the recipient without announcing the caller, do one of the following:

- Tap **Blindxfer**, if available, dial the other party, and tap **Enter**.
- Tap **Transfer**, tap **Blind**, dial the other party, and tap (**\Cong**).

#### Note:

You may need to tap **More** to see **Transfer**.

Directly to Voicemail: Do one of the following

- Tap **VMxfer**, if available. Dial the other party, and tap **Enter**.
- If VMxfer is not available and you have a 4 digit extension, tap
   Transfer, tap Blind, press \*90 followed by the extension, and tap
- If VMxfer is not available and you have a 5 or 6 digit extension, tap Transfer, tap Blind, press the star key (\*) followed by the extension, and tap .

## Note:

You may need to tap **More** to see **Transfer**.

#### **SUPPORT**

Visit the ENA Help Center at **help.ena.com** for help documentation, including manuals and tutorials for ENA's solution products and support tools.

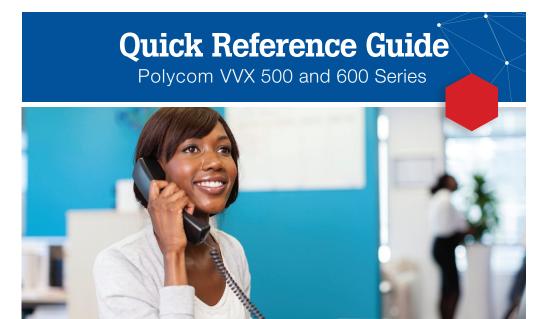


#### **ABOUT ENA**

Education Networks of America® is the leading provider of Infrastructure as a Service (laaS) solutions to K-12 schools, higher education institutions, and libraries. Since 1996, we have worked with our customers to ensure they have the robust and reliable high-capacity broadband, Wi-Fi/LAN, communication, and cloud solutions they require to meet the present and emerging technology needs of the communities they serve. For more information, please visit www.ena.com, call 866-615-1101, or e-mail info@ena.com.

# **ENA** SmartVoice











Tap the screen to select and highlight items. To scroll, swipe your finger up, down, right, or left. The following on-screen icons are referred to in this guide:







DIAL

MESSAGES

RECENT CALLS

### **About the Buttons**

The following physical buttons are referred to in this guide:





HOME

**SPEAKER** 

## Making a Call

**Option 1:** With the handset still on the hook/in the cradle, dial the number and then pick up the handset or tap (, which will activate the speakerphone.

Option 2: Pick up the handset, or press (4)). Enter the phone number, and tap (

#### Notes:

- If you pick up the handset before dialing, as described in Option 2, the system will attempt to complete the call after a slight pause. If you need extra time to reference the number you are calling, Option 1 will allow you all the time you need to enter the number in full.
- You do not need to dial 9 for an outside line, and you do not need to dial 1 for long distance.
- If you make a mistake while entering the digits, tap X to erase.

From Recent Calls Lists: Tap , and then tap the number you would like to call.

## **Answering a Call**

Pick up the handset or tap **Answer**. You may also press (1). To answer an incoming call while on an active call, tap **Answer**. The current call will be placed on hold.



## **ENA** SmartVoice \*\*

## Making a 3-Way Conference Call

While on an active call, tap **Confrnc**. Enter the extension of the third party, and tap  $\P$  or wait. When the third party answers, tap **Confrnc** again.

#### Note:

You may need to tap **More** to see **Confrnc**.

## Placing a Call on Hold

Tap **Hold**. The party placed on hold will hear music.

To resume a held call, tap **Resume**.

#### Note:

If you have more than one call, tap the call you would like to manage and then tap **Hold** or **Resume**.

## **Checking Voicemail**

Tap ■, or press ♠ and then tap Messages. Tap Message Center and follow the prompts.

#### Notes:

- The system will walk you through your voicemail setup the first time you access the Message Center.
- If you see the Line Select screen, tap the line for which you would like to access voicemail and follow the prompts.

## Adjusting the Ringer and Listening Volume

To change call volume, press the Volume button (+ or -) during a call. To change the ringer volume, press the Volume button (+ or -) when the phone is idle or ringing.

