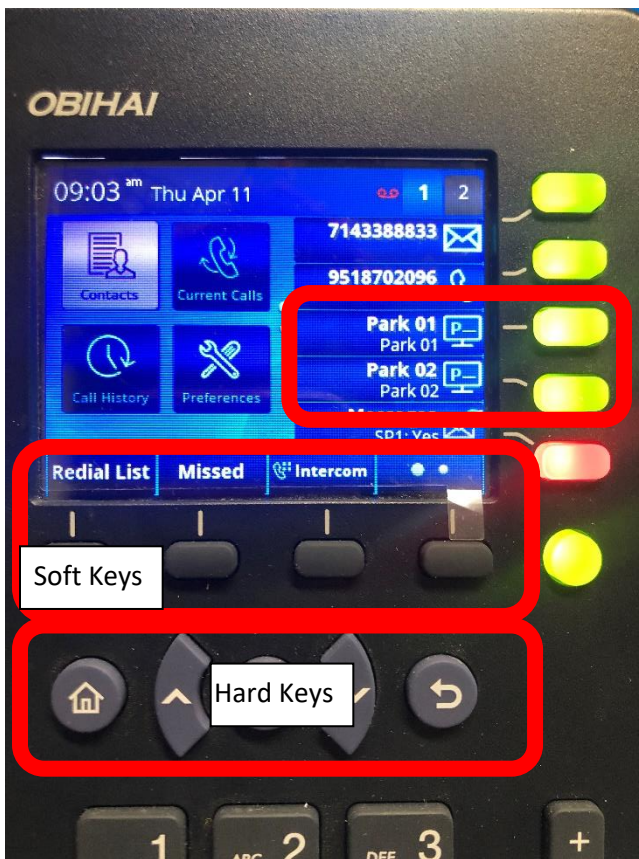# Bubble OBIHAI User Guide

Overview:

Throughout this guide, there will be several terms used to describe the different keys.

Soft Keys – buttons that change functions as you interact with the phone

Hard Keys – Buttons that stay the same regardless of what you are doing.

Global Hold Buttons

Voicemail Button

Extra Options Button

HARD KEYS

Light Status

Green – the line is open and there is no call on it

Red – the line is busy because there is an active call

Blinking Red – there is a call on hold on that line

Voicemail set up

Press the voicemail button which is the round button on the right side of the phone. It is green when there are no messages and red when there is a message.

Placing a Call

To place a call, type in the phone number and then click the **Dial** soft key, pick up the handset or press the speaker phone button. If you press **Dial** it will default to using the speaker phone. If you pick up the handset the phone call will be placed normally.

Placing a Call on Hold

While a call is connected, place the call on Hold using one of the following methods:

1. Press the **Hold key** on the second page of the soft keys, this will hold just the call highlighted.
2. If a second call is coming in, press the blinking red button that shows the incoming call, the existing call is automatically put on hold
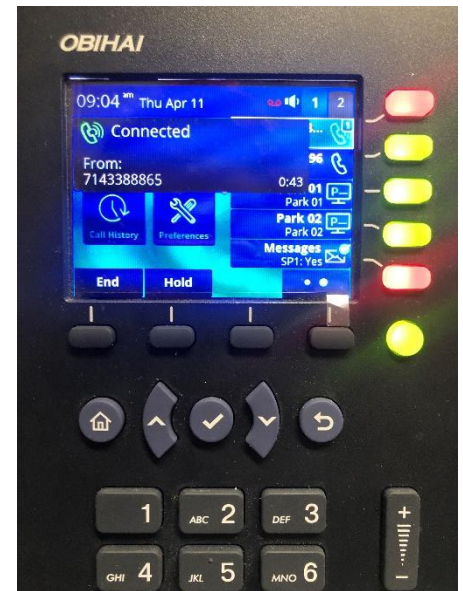
Resuming Calls

While a call is held, press the **Resume softkey**

While a call is held, press the blinking red button that has the call on hold to **Resume** the call

**Park a Call (Global Hold) and Call Pick Up (Unpark)**

Answer the incoming call. Press the Park button. (The call is now on a global hold, and caller hears music). This means that the call on hold can be picked up from any phone where the park button is flashing red. To pick it up, simply pressed the flashing red button.
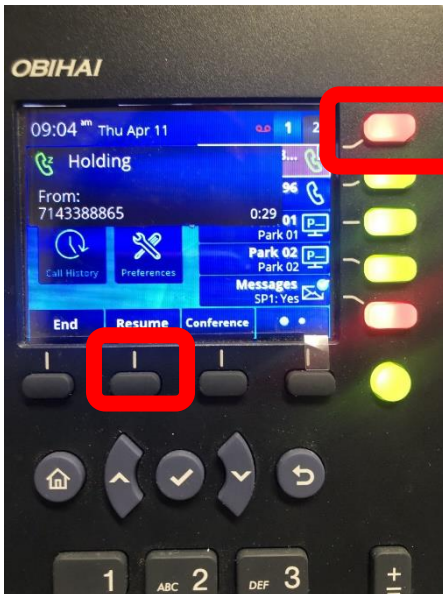
Intercom

The intercom is used for extensions within the office. Press the **Intercom** soft key and then dial the extension of whom you would like to call and then initiate a call by picking up the handset or hitting dial.

Call Transfer (Three Types)
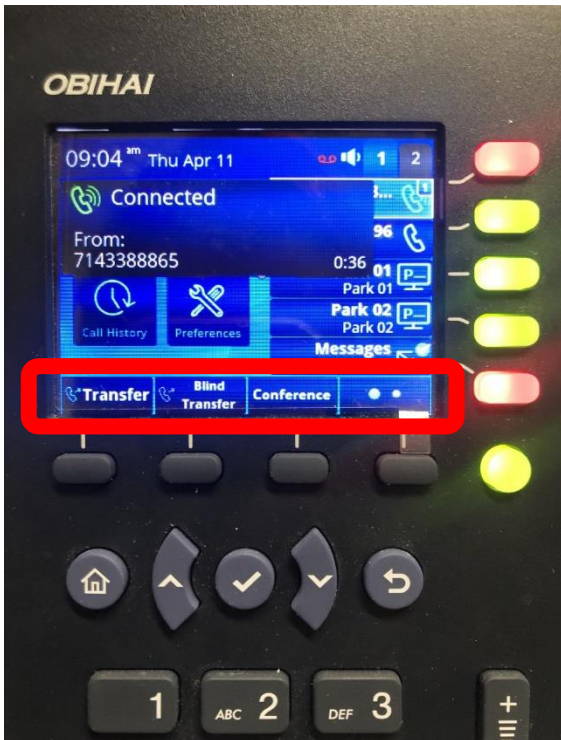
Attended Call Transfer (talk to the individual receiving the call prior to transferring it) - Press the **"Transfer"** Soft key, this places the caller on a silent hold. Once the person is ready to accept the call, press the **Transfer Now** key and the call is transferred to the dialed party.

Recall the transferred caller when a call cannot be taken

If the dialed party cannot take the call, the user returns to the caller by pressing the caller's line button. Or, wait for the dialed party to hang up and the call automatically returns to the user.

Blind Transfer- During a call, the user presses the Transfer soft key, this places the caller on a silent hold and the user dials the dialed party's number and hangs up. The call is automatically transferred to the dialed party. (they will hear ringing).

To Transfer Directly to a Voicemail - Press the **Blind Transfer** key and dial **7 prior to** the extension number of the target voice mailbox. The call is transferred directly to the voice mailbox. No ringing is heard for the caller.

Conference Calling

When two calls are connected, add a third party by pressing the **Conference** softkey. Hear dial tone.
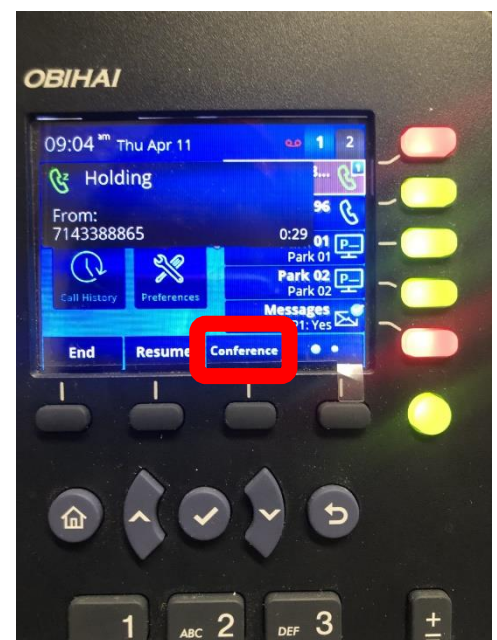Dial the third party and connect. Then press **Add to Conference** until all parties have entered the conference.

Joining Calls

When three parties are in a conference call and you wish to leave the conference press the **Join** soft key. The two remaining callers are "joined' in a call.

Group Page

Press the Page Group 1 button, hold down the key to page all members of Page Group 1. (Two Page Groups can be programmed). The page will be sent through the speakerphone.