

### Answering an Incoming Call

**Lift the handset to answer the incoming call.** You don't need to press any buttons. The display on the phone states the line you are on in order entry, and the caller ID.

After answering a call you can:

- Park the call (Park soft key)
- Put the call on local hold 
- Transfer the call (Transfer soft key)
- Put the call on or off speakerphone 

#### To quickly answer the next incoming call

- Press and release the receiver (hook flash) button on the handset cradle, as if you were putting the handset down and picking it up again.

### Placing an Outbound Call

- 1 Dial the phone number.
- 2 Press the Dial  button.
- 3 Lift the handset.

By following this procedure, you can place an outbound call even when the phone is ringing.

#### For store-to-store dialing

- Dial the 4-digit store number.

If you don't know the 4-digit store number, refer to the section below on *Using the Corporate Directory*.

### Using the Corporate Directory

You can look up another store's extension in the corporate directory.

- 1 Press the CorpDir soft key.
- 2 Use the arrow keys to scroll through the directory.
- 3 Highlight the store to call.
- 4 Press the checkmark  button.

### LiveCoach with Another CSR

Press the Coach soft key to listen to an active ongoing call and coach the CSR. This is helpful when training new CSRs on how to take customer calls or improve their customer service skills.

NOTE: While you are coaching the CSR, the customer cannot hear you.

### Transferring Calls to Another Store

- 1 Press the Trans soft key.
- 2 Dial the 4-digit store number.
- 3 Press the Dial  button or wait four seconds for the automatic transfer. The transfer is complete.

### Placing a Call on Park or Hold

**Call Park lets you retrieve the call from any phone in the store.** Press the Park soft key. The system will automatically park the call on that line. Press the Unpark soft key on another phone to retrieve the parked call.

**Local Hold keeps the call on that phone only.** If you know you want to retrieve the call from the same phone, press the Hold  button to put the call on hold, and press the Hold  button again to retrieve it. Note that if you use hold instead of park, you won't be able to retrieve the call from any other phone in the store.

### Adjusting Handset and Ringer Volume

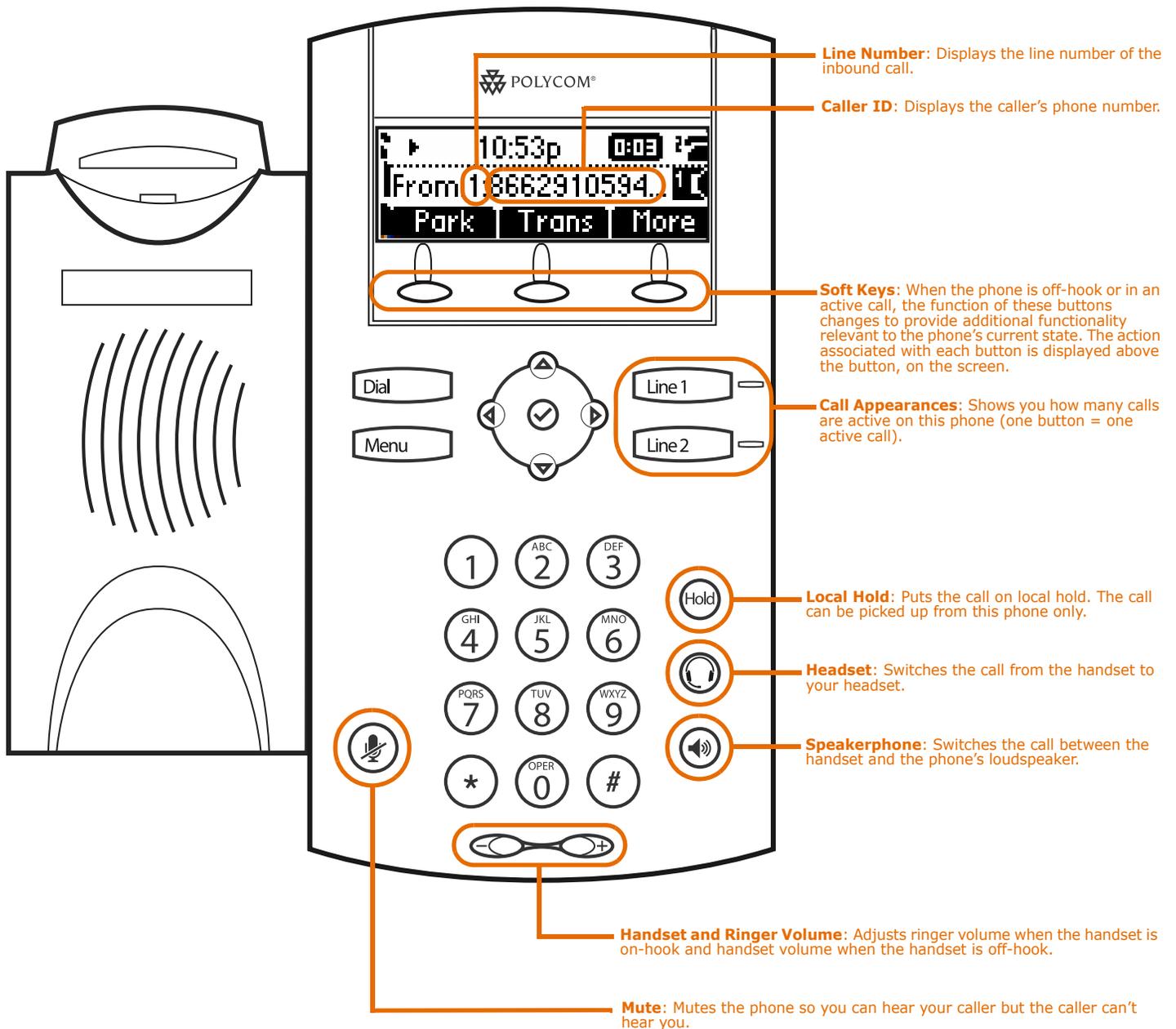
#### To adjust the handset volume

- Press the + or - Volume  button at the bottom of the phone while the handset is off-hook (lifted).

#### To adjust the ringer volume

- Press the + or - Volume  button while the handset is on-hook (in the cradle).

NOTE: If the phones or the system have been reset, the volume settings will also be reset and you will need to adjust them again.



Extension	Location	Phone Number

**Need assistance?**

Go to <http://help.sutus.com> for more guides and how-to tutorials

**Or contact SUTUS Support**

- Email: support@sutus.com
- Phone: 1-866-291-0594