

### Answering an Incoming Call

#### Lift the handset to answer the incoming call.

You don't need to press any keys. 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 
- Put the call on local hold 
- Transfer the call 
- Put the call on or off speakerphone 

### Placing an Outbound Call

#### If the phone is not ringing

- 1 Dial the phone number.
- 2 Lift the handset or press .

#### If the phone is ringing

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

#### For store-to-store dialing

- Dial the 4-digit store extension number.

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

### Using the Corporate Directory

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

- 1 Press the Directory  key.
- 2 Use the arrow keys to scroll through the directory.
- 3 Highlight the store to call and press .

### Adjusting Handset and Ringer Volume

#### To adjust the handset volume

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

#### To adjust the ringer volume

- Press the Volume  key 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.

### LiveCoach with Another CSR

Press the solid red  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.

For the LiveCoach password, contact the store operator.

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

### Transferring a Call to Another Store

- 1 While you're in an active call that you want to transfer, press the Transfer  key.
- 2 Dial the phone number or 4-digit store extension number of the store to transfer the call to. Once the call starts to ring, you will see a Transfer Pending message on the phone's display.
- 3 Press 1 to complete the transfer, or press 2 to cancel the transfer and be reconnected with the caller.

### Placing a Call on Park or Hold

#### Call Park lets you retrieve the call from any phone in the store.

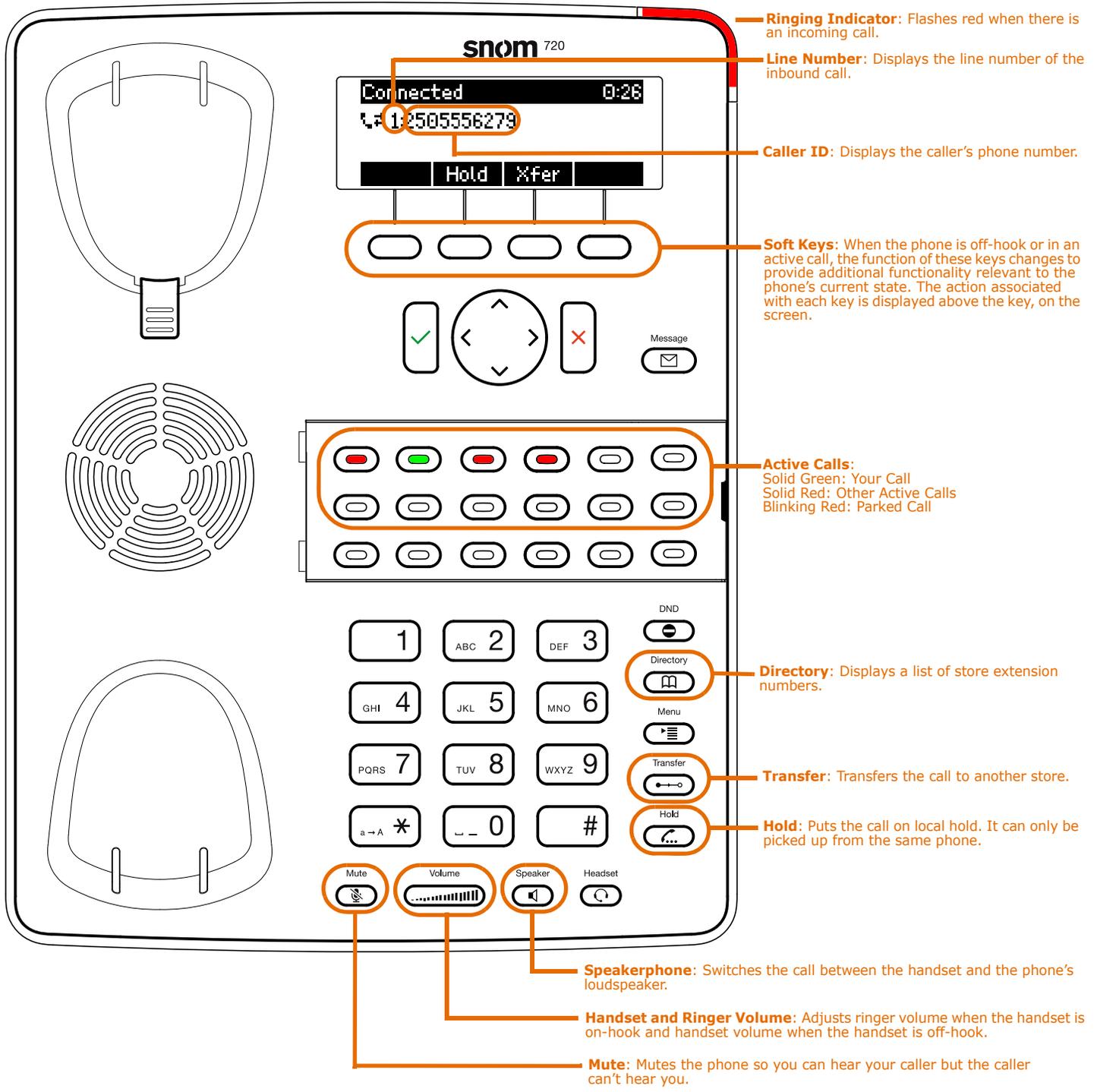
Press the solid green  key for the call you're on. The system will automatically park the call on that line. Press the flashing red  key on another phone to retrieve the parked call.

#### 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  key or Hold soft key to put the call on hold.

To retrieve the call, press the Hold  key,  key, or OK soft key.

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.



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