

# ClearStar Phone Quick Tips

You've got your phone. Now how do you use it? We've compiled Quick Tips for the most popular features. NOTE: All *italicized* buttons listed are hidden until you are engaged. All **Bold** buttons are pre-programmed. There are also videos and long format guides available at [impulse.net/begin](http://impulse.net/begin).

## Answer a Call

Caller ID will show on screen. To answer, lift handset or press **Speaker**.

## Make a Call

DO NOT DIAL 9 to get an outside line. While handset is down and phone is idle, enter all digits. Lift handset or press **Speaker**.

## Call Hold

While on call, press *Hold*. Put handset in cradle, press *Resume* then lift handset.

## Consulted Transfer

What: To transfer a live caller and let the receiver know who it is.

How: While on a call, Press *Transfer*, dial ext or phone number, press **#**. Announce the call. Press *Transfer*. Hang up.

Note: If consulted party does not wish to accept call, press *Cancel*. Offer voicemail to caller.

## Blind Transfer

What: Transfer a live caller directly to someone without talking to them first.

How: While on a call, Press and hold *Transfer*, Select *Blind*, dial ext or phone number, press **#**. Hang up.

## Transfer to Voicemail

Press *Transfer*, dial **\*55**, dial ext and **#**. Hang up.

## Three-Way Call

While on a call, press *More*, press *Conf*, dial ext or phone number. Press **#**. When call is answered, press *More* and *Conf*.

## Enable Call Forward Always

What: Send all calls to another number. Any voicemails left will not be on business phone.

How: Press *Forward*. Press **1** for Always. Enter a number to forward all calls to. Press *Enable*. Notice the arrow icon on your extension.

## Disable Call Forward Always

Press *Forward*. Press **1** for Always. Press *Disable*.

## Block Caller ID

Dial **\*67** then number you want to call. Some numbers do not accept call from blocked numbers.

## Enable Do Not Disturb

What: Your phone will not ring. All calls will go to your busy voicemail greeting.

How: Press *DND*.

Note: Look for handset & circle icon flashing near clock when enabled.

## Disable Do Not Disturb

Press *DND* to disable.

## Check Voicemail

Press **Envelope** button. Listen to voice prompts. See Voicemail Menu Guide for help.

## Missed Calls

To clear Missed Calls alert near clock, press **down arrow** and press **left arrow**.

## Change Ringtones

Press **Home** button. Using arrows, navigate to Settings, Basic, Ring Type, Default. Scroll and listen by pressing *Play*. To choose, press *Select*.

## System Park

What: Park is like a hold in a private space that can be picked up from anywhere.

How: While on call, press *Transfer*, dial **\*68**, dial an ext.

Note: Call will wait on parked extension until it is retrieved or it will ring back to your ext after five minutes.

## System UnPark

Dial **\*88** + ext where call was parked. Lift handset.

## Volume

Below the **\*0#** are the **-+**. Press these to adjust ringer (while idle), handset, speaker, and headset (while engaged.)

More information can be found at [impulse.net/begin](http://impulse.net/begin)

Updated 05-06-17



We customize how businesses communicate.  
6144 Calle Real Suite #200, Santa Barbara, CA 93117 | [www.IMPULSE.net](http://www.IMPULSE.net) | 800.456.5800