Using your CT14 with your Multi-Line Avaya.Partner Phone (analog)

Package Contents:

1) Convertible Headset
2) Remote (small unit with LCD display)
3) Base (tower that sits on the desk)
4) Electrical Cord (black AC power cord)
5) Connector Cord (long grey cord)

How to set up your CT12 or CT14

1) Plus the connector cord into the bottom of the CT12 or CT14 base.
   A) If your Partner Phone has an auxiliary jack, plug the other end of the connector cord into it. This is located on the underside or back of the phone **(often hidden beneath a plastic platform)** and is labeled "*AUX*".
   B) If your phone does not have an auxiliary jack, then you will need a jack splitter. The jack splitter would then be used to plug both the CT12/14 and the partner phone into the same wall jack.
2) Plug the appropriate end of the power cord into the bottom of the CT12/14 base. Plug the other end of the cord into an electrical outlet.
3) Plug the headset into the top of the CT12/14 remote. Place the remote onto the base to charge. Allow the remote to charge for 8 hours before using the first time.

Remember the Partner Phone is special in that it can use a one line system, like the CT12 or CT14 to answer any number of phone lines.

How to Answer a Call:

When the phone rings, press the **TALK/FLASH** button on the remote. The call should now be answered with the headset.

How to Place a Call on HOLD:

Press the **TALK/FLASH** button on your remote. You should hear an intercom dial tone. Now press **END**. Your call is now on hold.

Retrieving a Call from HOLD:

In order to retrieve a call from hold, you generally must go back to your Partner Phone and press the line that is on hold.

How to Transfer a Call with an Announcement:

Press the **TALK/FLASH** button once. You will hear an intercom dial tone, which means the call is parked. Now, dial the extension to which you want to transfer the call. The phone will ring. When someone answers, announce the call: if she/she accepts the call, press **END** and the call is transferred. If no one is available at that extension, press **TALK/FLASH** and you will be returned to the call.

How to Make an Intercom Call:

Press the **TALK/FLASH** button to get an open line (you cannot place an intercom call while on the line with a caller). You should hear a dial tone. Now press the star (*) key and 71. This activates the intercom feature. Now simply dial the extension of the person you wish to intercom and your voice will be heard through his/her intercom. Press **END** when done.

PLEASE NOTE: The intercom feature may not work with a Partner ACS system. Check your phone's feature guide for other possible ways to use intercom feature.

How to Make a Conference Call:

After you are connected with the first party, press the **TALK/FLASH** button. This will give you an intercom dial tone, which means the first party is now on parked. Press 9 to get an outside line, then dial the new number. (Note: If you are conferencing someone from an inside line press the **TALK/FLASH** and dial their extension). When the second party answers, press the **TALK/FLASH** button once. You should now be connected to both parties. In the event that the number is busy, or if there is no answer, press **END** and you will return to the first party.

When you are ready to end the conference call, press the **TALK/FLASH** to hang up on both callers. If you want to continue speaking with the first caller, press **END** and the last caller added will be dropped.