



Hinson Communications Desk Phone

Quick Reference Guide



HinsonCommunications.com

Table of Contents

Making A Call.....	PG. 3-5
Handset	
Speakerphone	
Headset	
Answering a Call.....	PG. 6-7
Handset	
Speakerphone	
Headset	
Answer Softkey	
How to tell what answer mode the phone is in?	
Hangup a Call.....	PG. 7
Call Hold.....	PG. 7-8
Placing a Call On Hold	
Resuming a held call	
Call Transferring.....	PG. 9-11
Blind Transfer	
Attended Transfer	
Conference Calling.....	PG. 13-14
Creating a Conference Call	
Adding Additional Callers to the Conference	
Splitting A Conference Call	
Muting.....	PG 15-16
To Mute the Microphone	
To Un-Mute the Microphone	
Ring Volume.....	PG 16-18
Changing Volume	
Muting the Ringer	
Silence Ringer for a Single Call	
Changing the Ringtone	
Call History.....	PG 19-21
Viewing Call History	
Deleting Calls Individually	
Dialing a Number	
Call Completed Elsewhere explanation	
Voicemail.....	PG 22
How to Know You Have a New Message	
How to Check your Voicemail Messages	
Call Park.....	PG 22-24
Parking a Call	
If you already have a Park Softkey on your phone.	
If you Don't have a Park Softkey on your Phone	
Retrieving Parked Calls	
Headset.....	PG 25
What is Headset Mode?	
Enabling / Disabling Headset Mode	
Adjusting the Headset Volume	
Switching from Headset Mode to Another Mode During a Call	

Bluetooth Setup (HCI 270).....	PG 27-34
Enabling Bluetooth	
Pairing a Bluetooth Device	
Disconnect Bluetooth Device	
Enable Answering Via Bluetooth Headset.	
EHS 30 Setup.....	PG 34-35
EHS 30 Overview	
Supported Phones	
Supported Headsets	
Included Contents	
EHS30 Ports and LEDs	
Jabra Headsets.....	PG 35-36
Jabra Cable Connections	
Connecting Jabra 92X & 93X Series with EHS30	
Connecting Jabra 94XX Series with EHS30	
Plantronics Headsets.....	PG 37
Plantronics Cable Connections	
Connecting Plantronics CS5XX Series with EHS30	
Connecting Plantronics W7XX Series with EHS30	
Sennheiser headsets.....	PG 37-38
Sennheiser Cable Connections	
Connecting Sennheiser SD Series with EHS30	

Making A Call

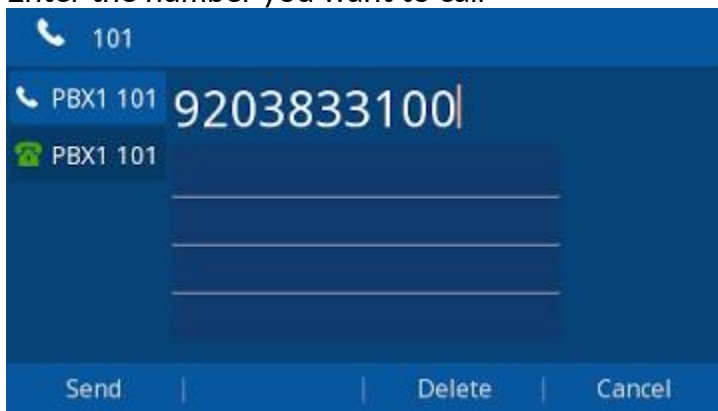
You can make a call using the Headset, Speaker Phone, or Handset; each method is described below.

Handset

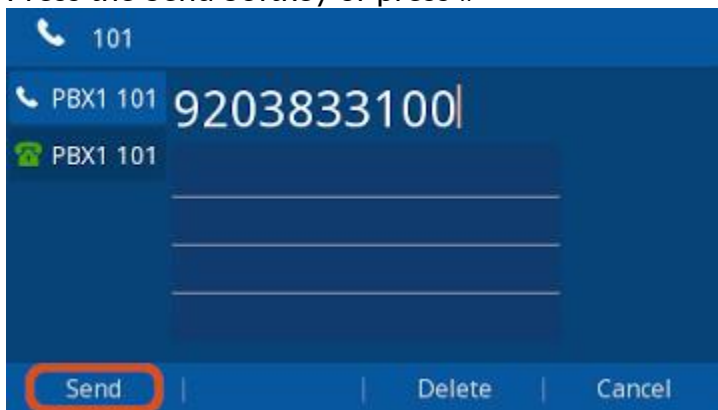
- Pickup the handset



- Enter the number you want to call

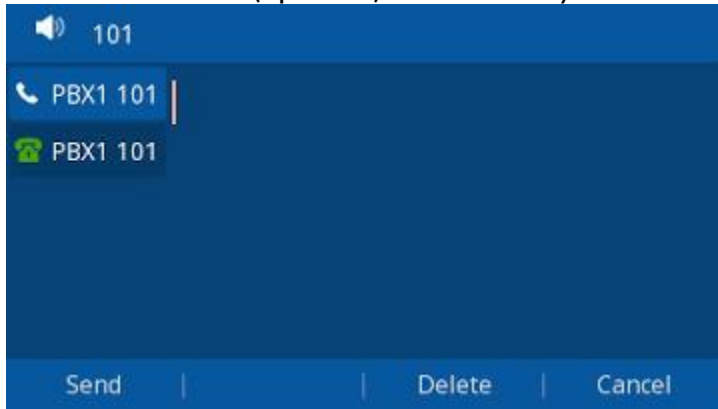


- Press the Send Softkey or press #

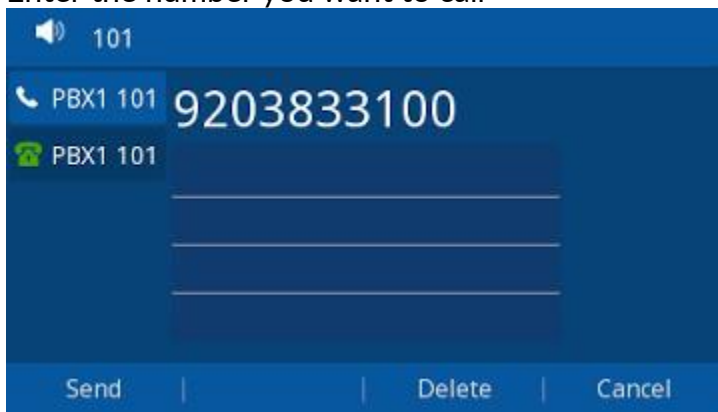


Speakerphone

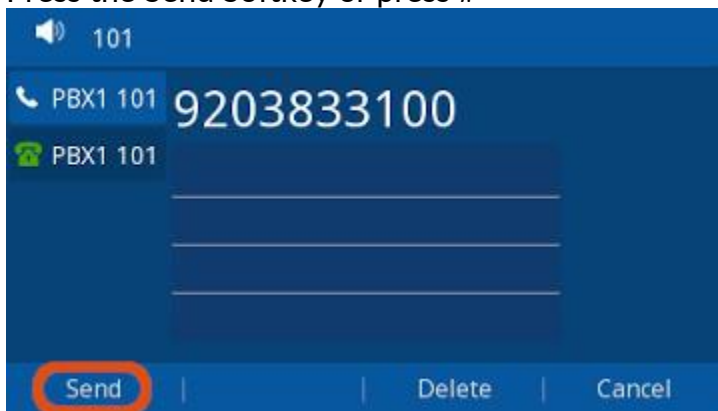
- Press the  (Speaker) or a Line Key



- Enter the number you want to call

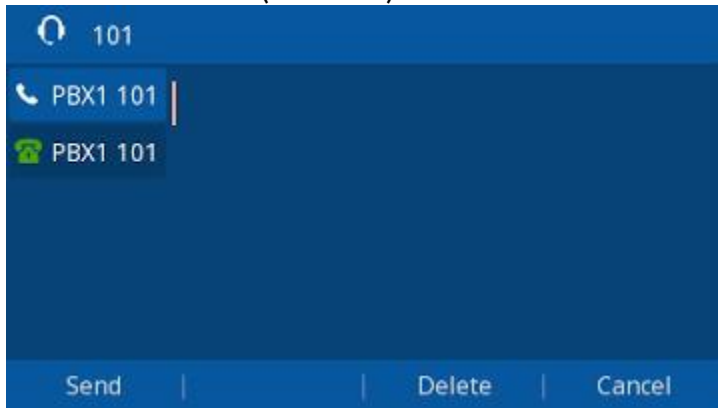


- Press the Send Softkey or press #

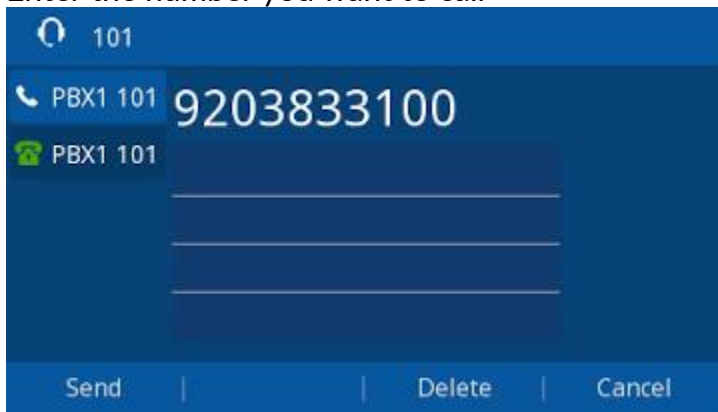


Headset

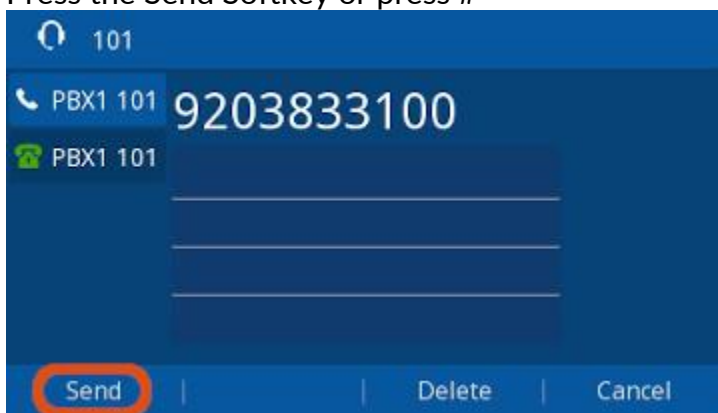
- Press the  (Headset) button.



- Enter the number you want to call



- Press the Send Softkey or press #



Answering a Call

When the Phone is actively ringing, you can answer the call via the Handset, Speaker Phone, or Headset



Handset

- Pick up the handset on your phone and you can start talking with the inbound caller.

Speakerphone

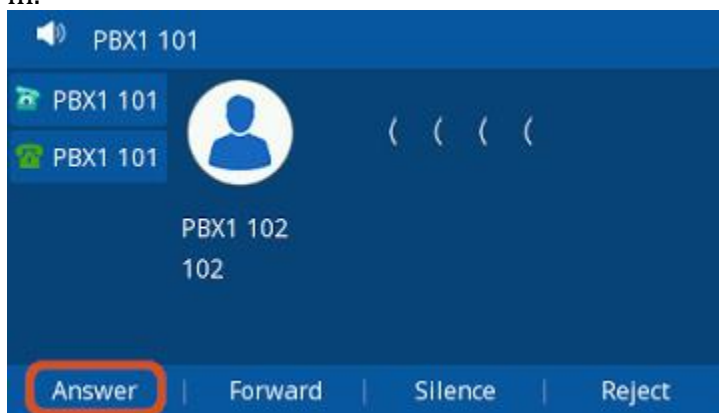
- Press the  (Speaker Phone) Button

Headset


- If the phone is **not** in headset mode: Press the  (headset) Button.
- If the phone is in headset mode: Either press the  (headset) Button on the phone or the answer button on your headset.

Answer Softkey

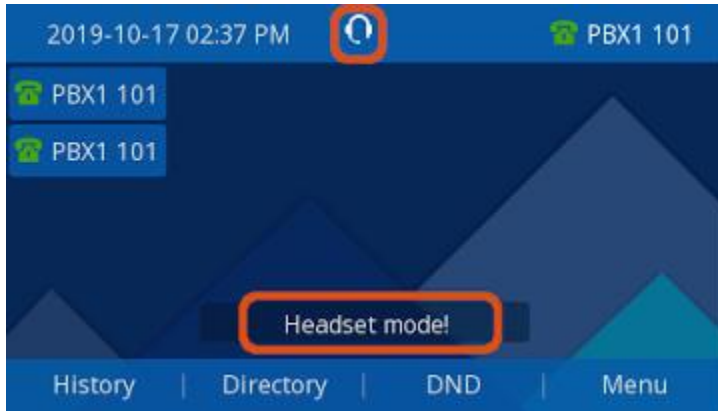
- Pressing the **Answer** softkey while the phone is ringing will answer the call via the Handset, Speaker Phone or Headset depending on what mode the phone is.
- If the handset is already off hook when a call comes in (Rare situation), pressing Answer will answer to the Handset.
- Otherwise it will answer to the Speaker Phone and Headset depending on what mode the phone is in.



How to tell what answer mode the phone is in?

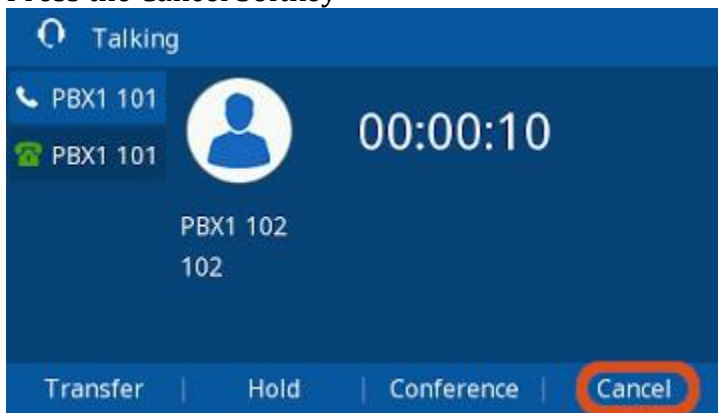
- Headset mode is Toggled on and off by pressing the  (Headset Button)

- If the phone is in headset mode it will display a Headset Icon at the top of the screen and a text alert at the bottom.




Hangup a Call

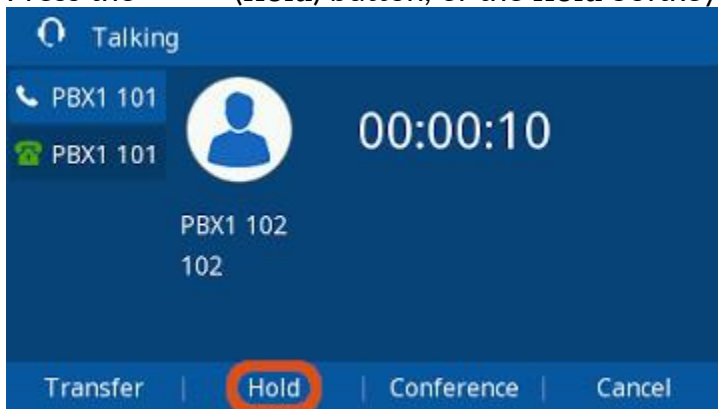
- Hangup the Handset, *OR*
- Press the Cancel Softkey



Call Hold

Placing a Call On Hold

- Press the  (**Hold**) button, *or* the **Hold** Softkey.

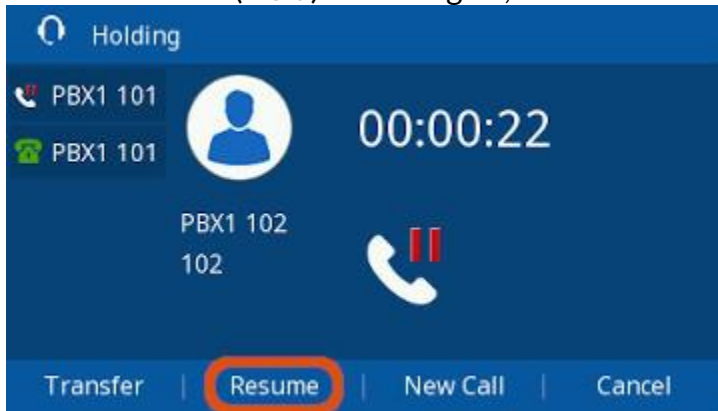


- You will now see the active call is on hold

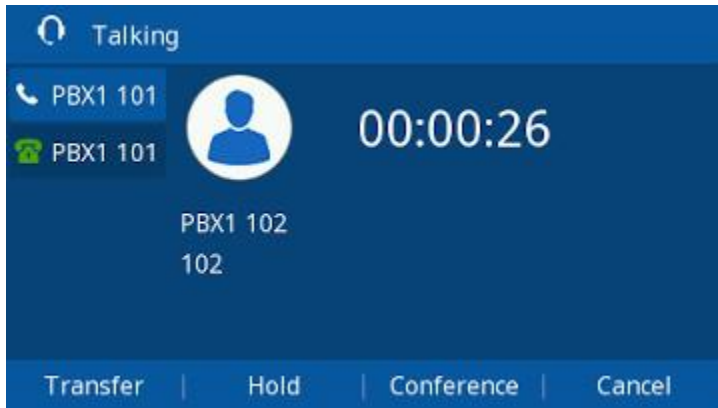


Resuming a held call

- Press the  (Hold) button again, *or* Press the **Resume** Softkey



- You will now be connected back with the caller that was put on hold.




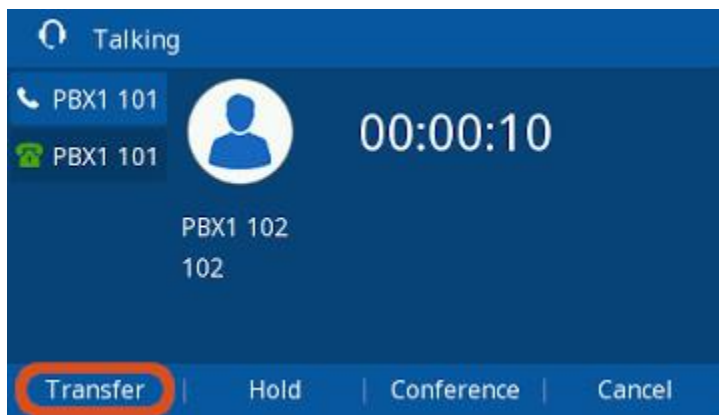
Call Transferring

This will cover the two methods of transferring a active call from the Phone

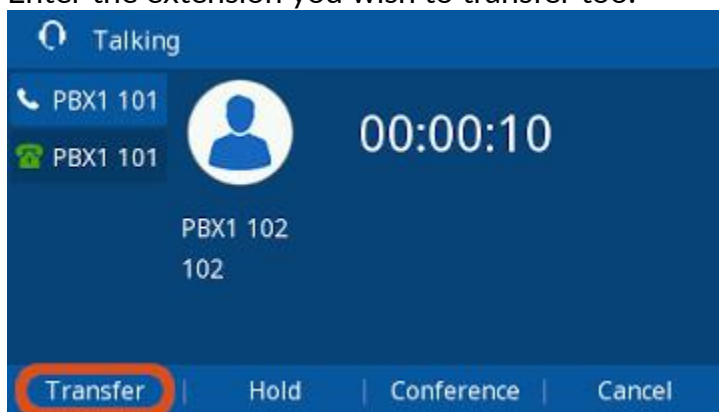
- **Blind:** The caller is placed on hold. While you transfer the call to another recipient without speaking to that recipient first.
- **Attended:** The called is placed on hold while you speak to (or attempt to speak to) another recipient. If the other recipient agrees to accept the call, you transfer when they are ready. If the other recipient does not answer or can't take the call you can return to the on-hold caller and/or attempt a different recipient.

Blind Transfer

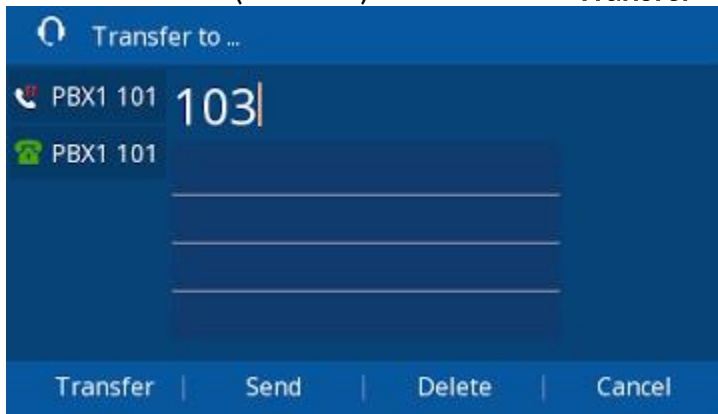
- Press the  (Transfer) Button or the **Transfer** Softkey (sometime abbreviated "Xfer") while on the call, The caller will be placed on hold.



- Enter the extension you wish to transfer too.

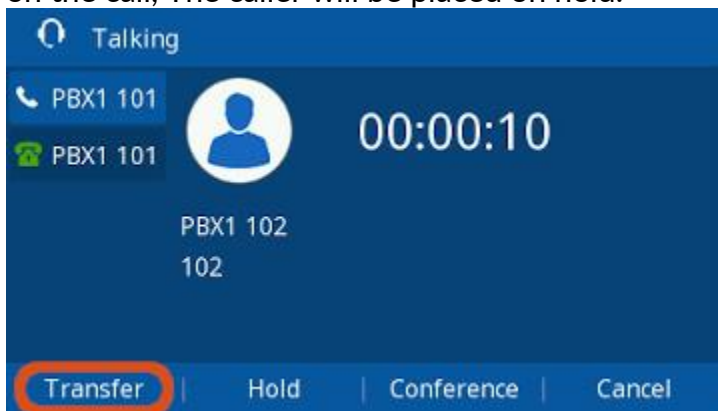


- Press the  (Transfer) Button or the **Transfer** Softkey again to complete the Transfer.

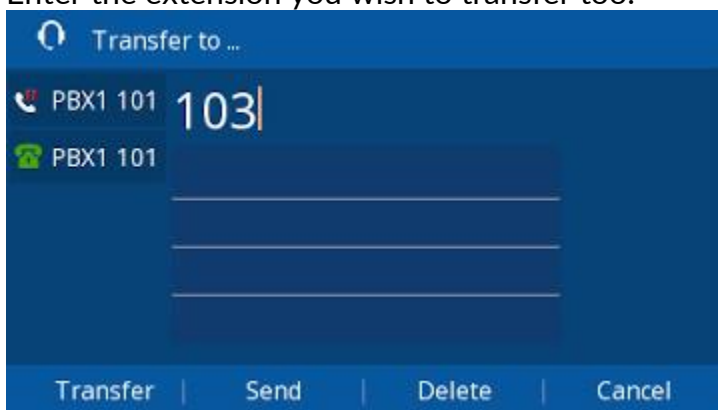


Attended Transfer

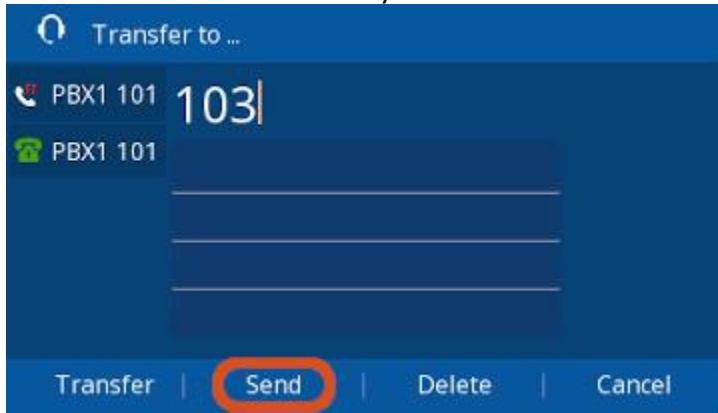
- Press the  (Transfer) Button or the **Transfer** Softkey (sometime abbreviated "Xfer") while on the call, The caller will be placed on hold.



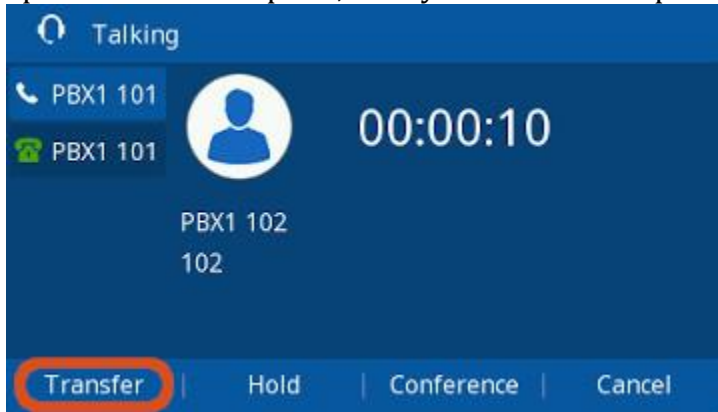
- Enter the extension you wish to transfer too.



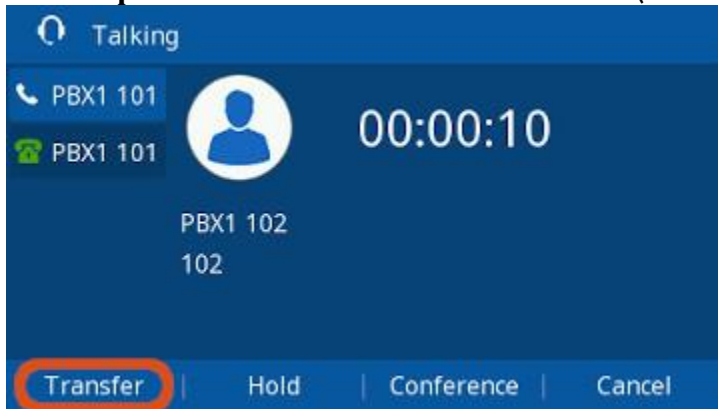
- Press # or the **Send Softkey**



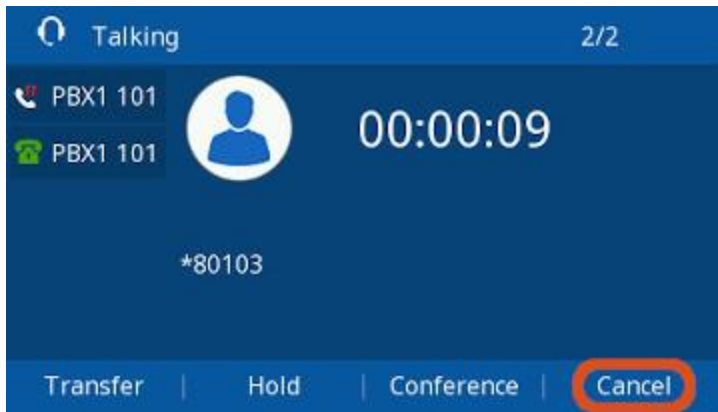
- Speak with the recipient, if they are able to accept the call.




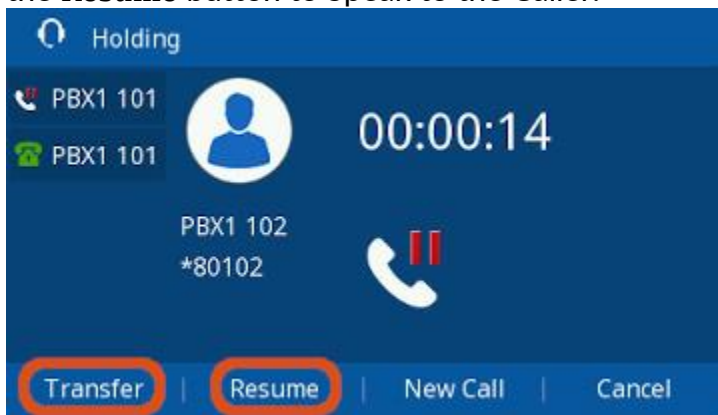
- **To Complete The Transfer:** Press the  (Transfer) Button or the **Transfer Softkey**.



- **To Cancel the Transfer:** Press the **Cancel Softkey** to cancel the transfer and hang up with the caller you were trying to transfer to.



- You now get a screen showing that the inbound call is still on hold. At this point, you can either Transfer again via  or the **Transfer** Softkey to another recipient, or Press the **Resume** button to Speak to the Caller.

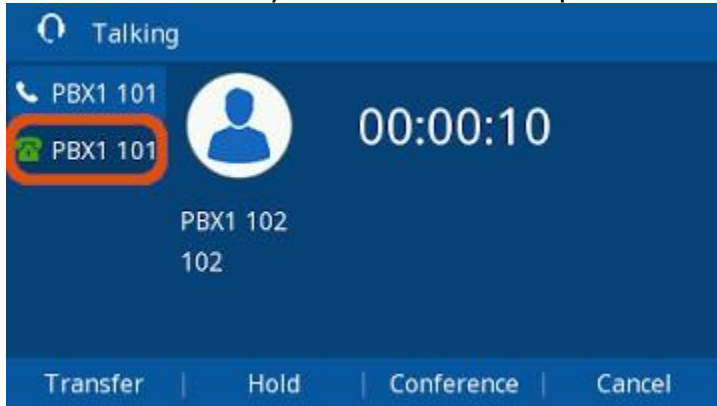


Conference Calling

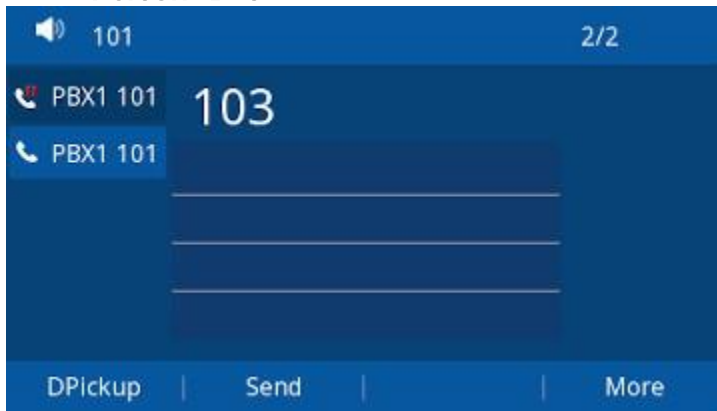
- Note: You can host up to 5 callers (including yourself) natively on a Conference Call assuming you have 4 line keys on your Phone.

Creating a Conference Call

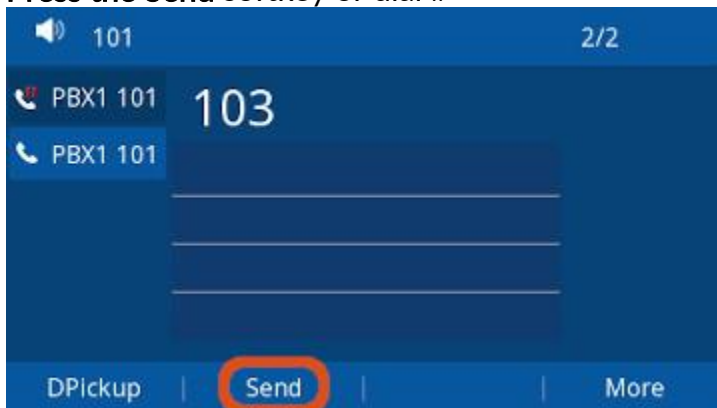
- Assuming you're on a call with Person "A" and you want to add Person "B" to the call
- Press the **Line2 Key**. Person "A" will be placed on hold



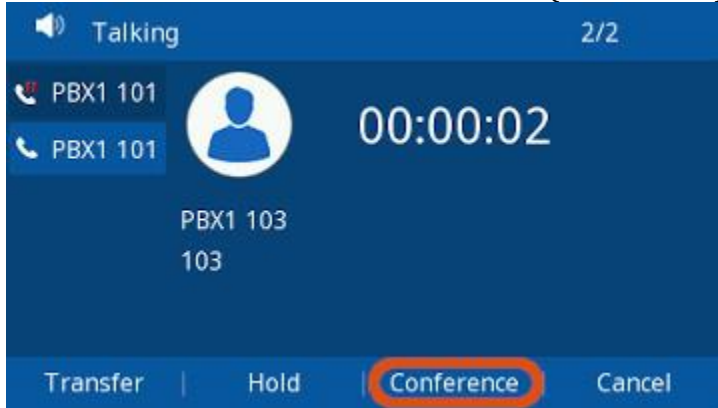
- Enter Person "B"'s Phone Number or Extension



- Press the **Send** softkey or dial #



- Wait for Person B to Answer. Press the (Conference) Button or Conference Softkey.



- Person A and Person B are now in a conference with you.



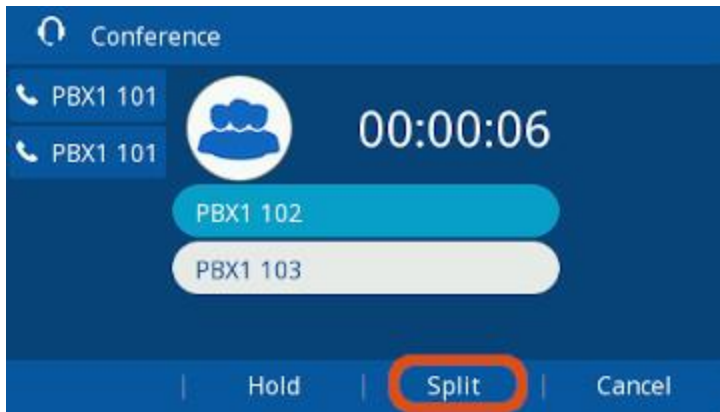
Adding Additional Callers to the Conference

- You can repeat the process above using additional line keys to add more callers to the Conference. All the Conference participants are placed on hold while you add additional participants.

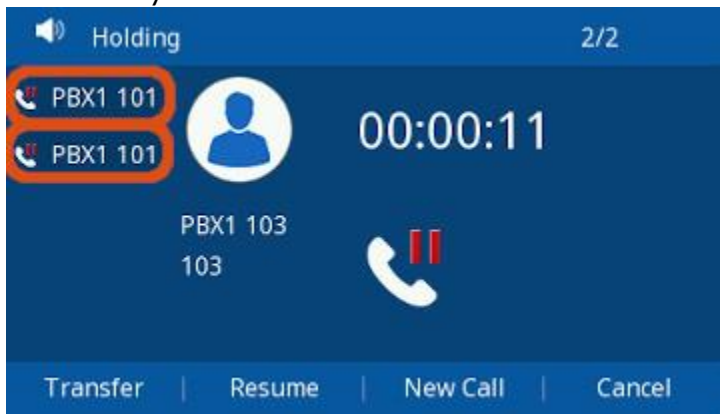
Note: The number of Line Keys on your phone limits the maximum Participants, up to 5 (including yourself).

Splitting A Conference Call

- While on an active Conference call Press the Split Softkey to end the Conference and place each Individual Caller on Hold




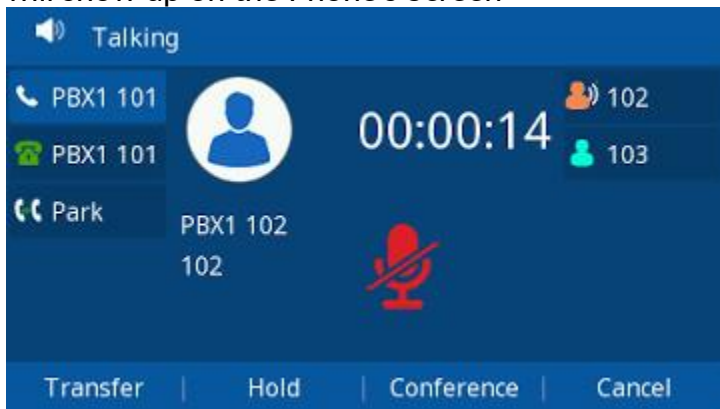
- You can then press either Line Key to pick up the Holding Callers and speak to them individually




Muting

To Mute the Microphone

- During a Call, press the  (Mute) Button. The Button will illuminate Red, and a Mute Icon will show up on the Phone's Screen

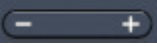


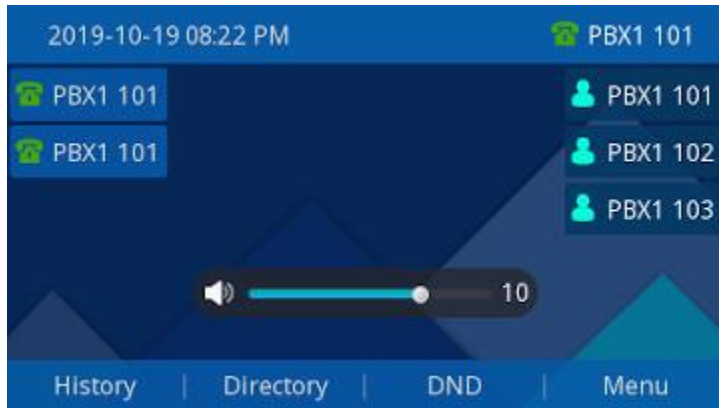
To Un-Mute the Microphone

- Press the  (Mute) Button Again. The Button will no longer illuminate Red, and a Mute Icon will disappear from the Phone's Screen


Ring Volume

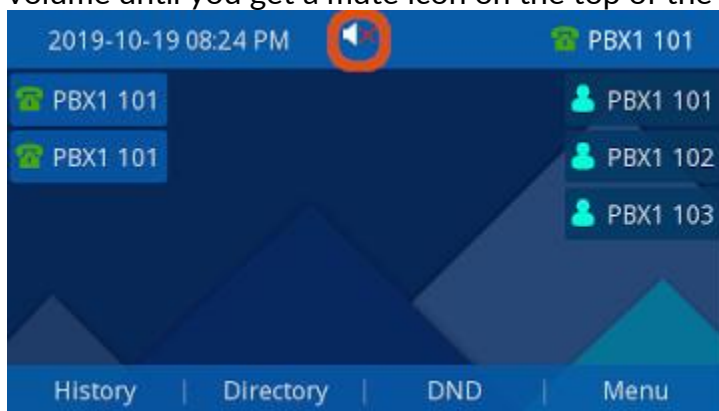
Changing Volume

- To change the ringer volume, press the  ("- and "+") buttons on the phone repeatedly to change the volume between 0 and 14.



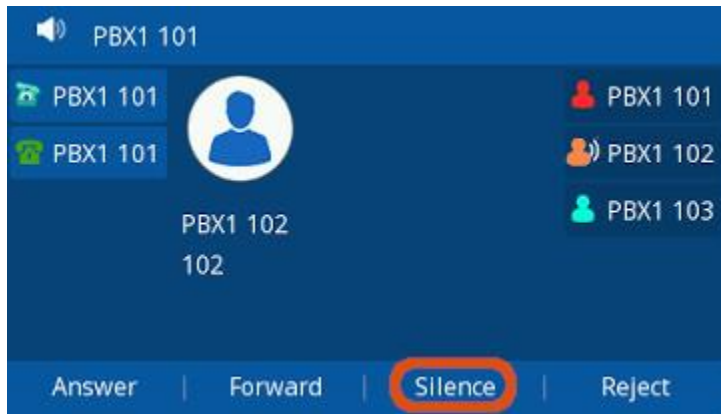
Muting the Ringer

- To mute the ringer, press the  ("-") button on the phone repeatedly to lower the volume until you get a mute icon on the top of the screen.



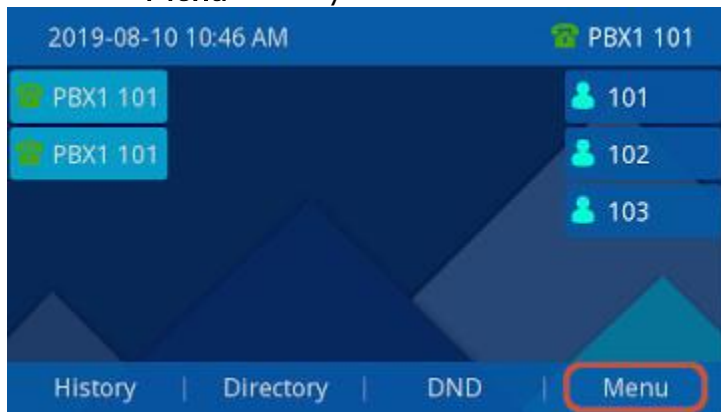
Silence Ringer for a Single Call

- While the call is ringing press the **Silence** Softkey.

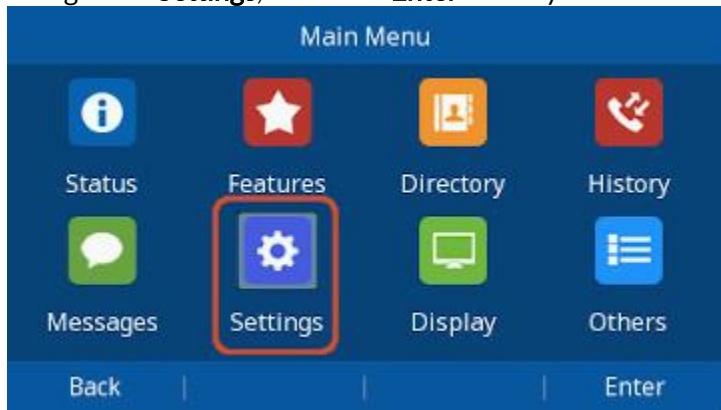


Changing the Ringtone

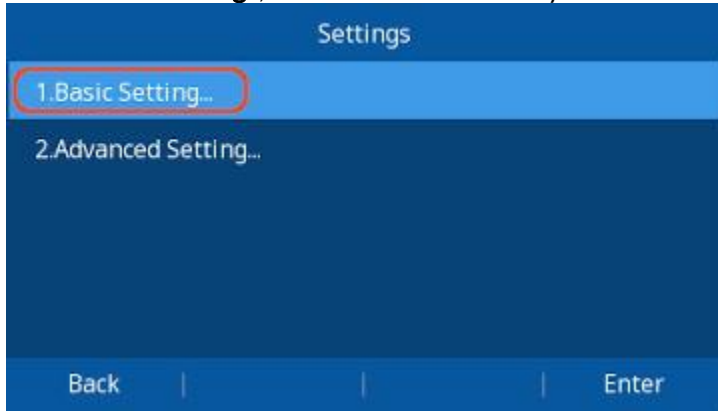
- Press the **Menu** Softkey.



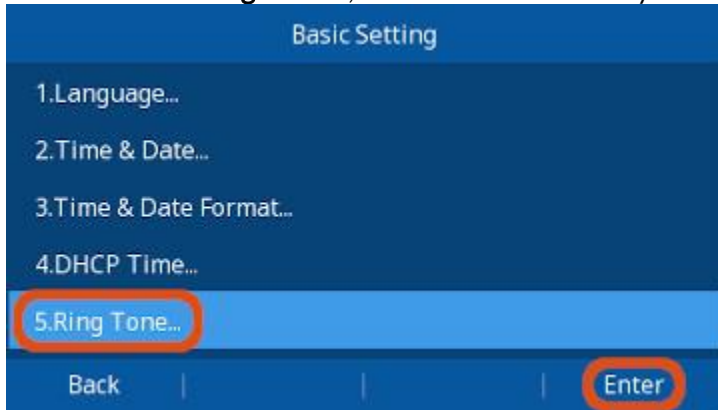
- Navigate to **Settings**, Press the **Enter** Softkey.



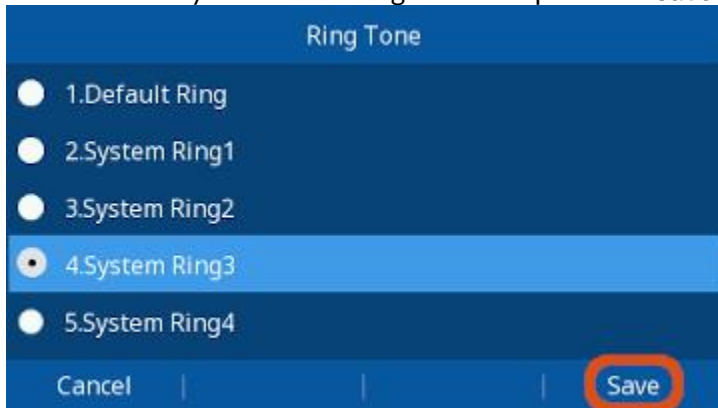
- Select **Basic Settings**, Press the **Enter** Softkey.



- Scroll down to "**Ring Tones**", Press the **Enter** Softkey.



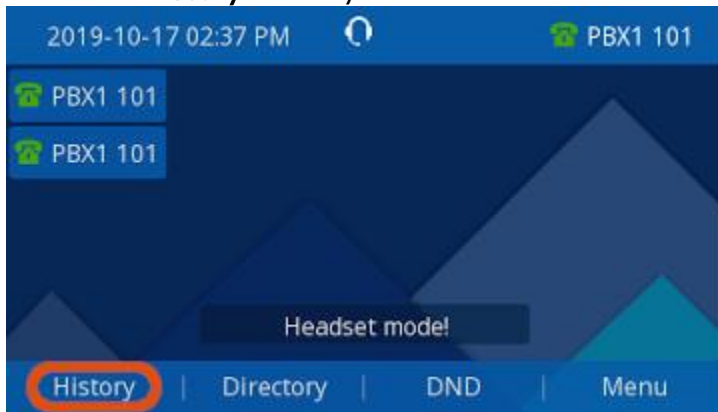
- Scroll down to your desired Ring Tone and press the **Save** Softkey to save your selection.







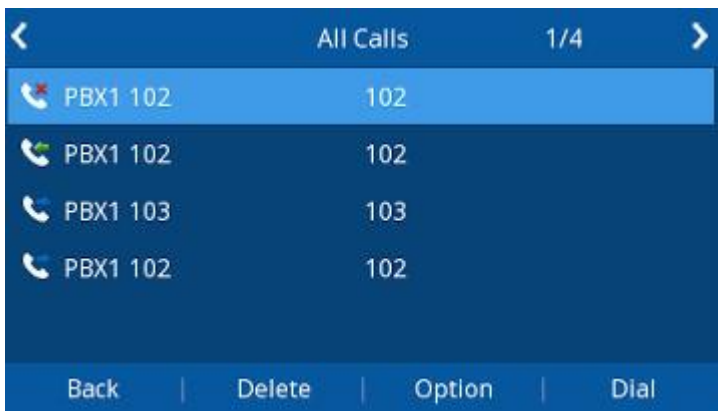
Call History

Viewing Call History

- Press the **History** Softkey





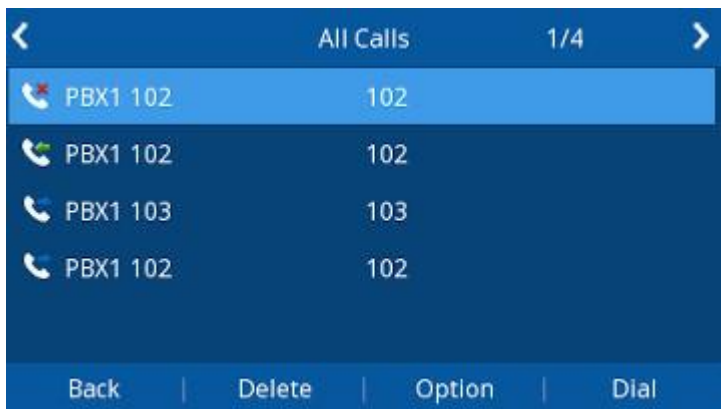
- All Calls will be shown by default.
 -  = Missed/Rejected
 -  = Received (Answered)
 -  = Dialed
 -  = Forwarded





- You can use the  &  (Left & Right) Arrow Buttons to Filter By Call Type: **All Calls, Missed Calls, Received Calls, Dialed Calls, Forwarded Calls or Answered Elsewhere**

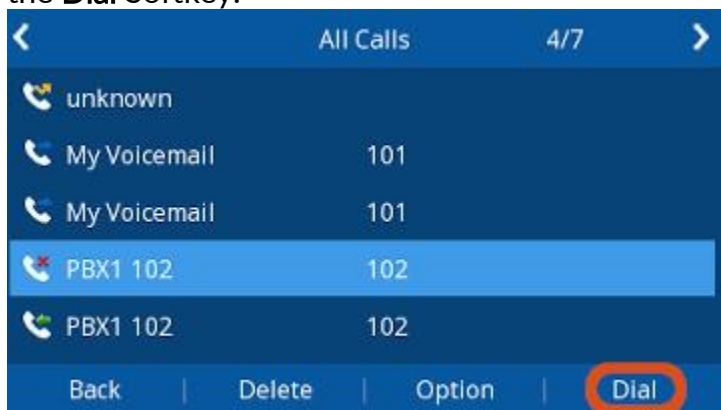
Deleting Calls Individually

- Use  &  (**Up & Down**) Arrow Buttons to select a call from the list.
- Press the **Delete** Softkey to remove that call from the History.



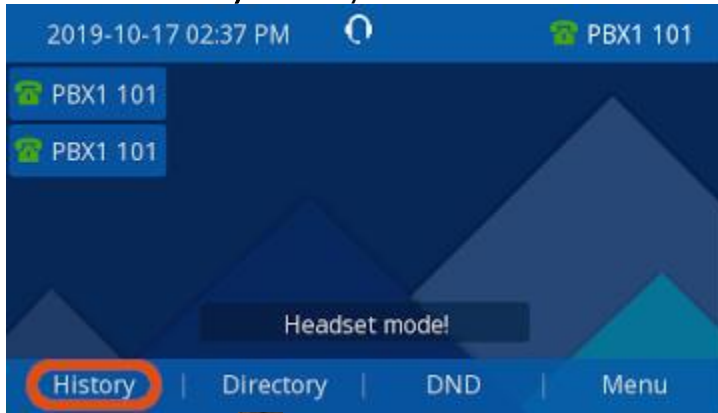
Dialing a Number


- Use  &  (**Up & Down**) Arrow Buttons to select a call from the list, and Press the **Dial** Softkey.



- **Call Completed Elsewhere explanation**
- With PBXs like HinsonPBX and many others they have a option in Queues and other modules to "Mark calls answered elsewhere" to yes which by default makes it so that if a caller calls into a queue and the queue calls 5 different agents and 1 of the agents answer the other 4 phones will not show a missed call. This is handled through SIP RFC3326 also referred to as Marked Answer Elsewhere or Call Completed Elsewhere.
- With our Firmware version 2.0.4.6.24 or higher we have added a new Call History Filter to let you still view Calls Answered Elsewhere but they will not show up as missed calls on your phone.

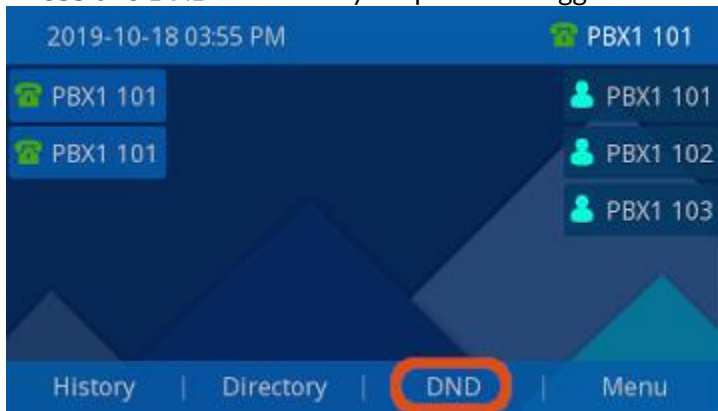
- Press the **History** Softkey



- You can use the  Arrow Buttons on your phone to switch to the Filter By Call Type: **Answered Elsewhere**

Do Not Disturb (DND)

- **Press the DND** Button on your phone to toggle DND On and Off.



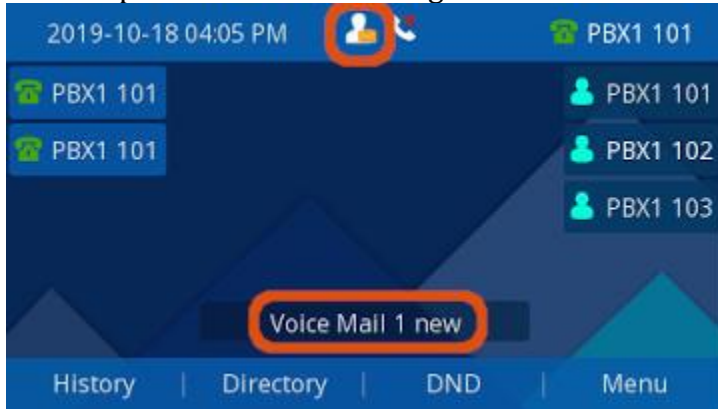
- When DND is enabled you will see a DND icon on top of the screen, and a "DND Mode!" Message at the bottom. The Bottom Message may cycle through other messages like "Headset Mode" etc.





Voicemail


How to Know You Have a New Message

- Status Message - If you have a new Voicemail in your Inbox the phone will display a Voicemail Icon at the top and Voicemail Message at the Bottom.



- Message Waiting Indicator (MWI) - The  Message Waiting Indicator (MWI) at the Bottom Right of the Screen will Flash Red or Green (Depending on the Phone Model) .
 - Note: On the HCI-270, and HCI-250 Phones the  (Voicemail) button will also flash Green.

How to Check your Voicemail Messages

- You can use the  (Voicemail) button on your phone to check your voicemails,
- Depending on how your PBX is setup you may be prompted for a Voicemail Password or you may not be.

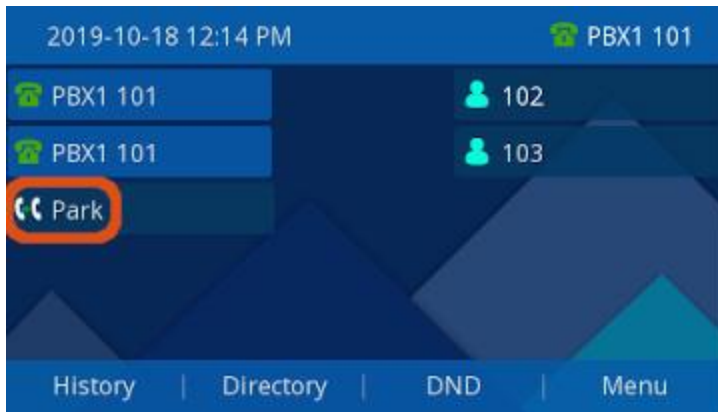
Call Park


- Call Parking allows you to park a caller so that another extension can retrieve the caller held in the parking lot based on how your PBX is setup.

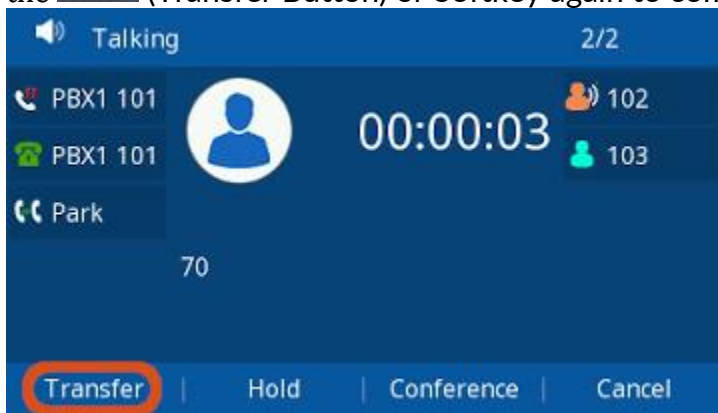
Parking a Call

If you already have a Park Softkey on your phone.

- If you already have a park Softkey configured on your phone you can press it at anytime during a call with someone.

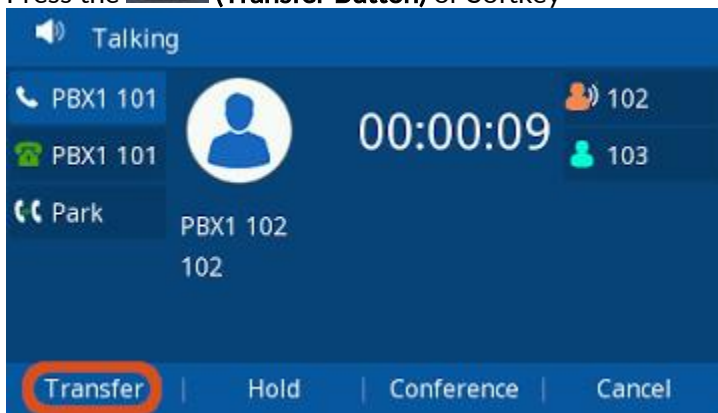


- The Caller will be placed in a parking slot, and the slot number will be read back to you, press the  (Transfer Button) or Softkey again to complete the transfer to parking.

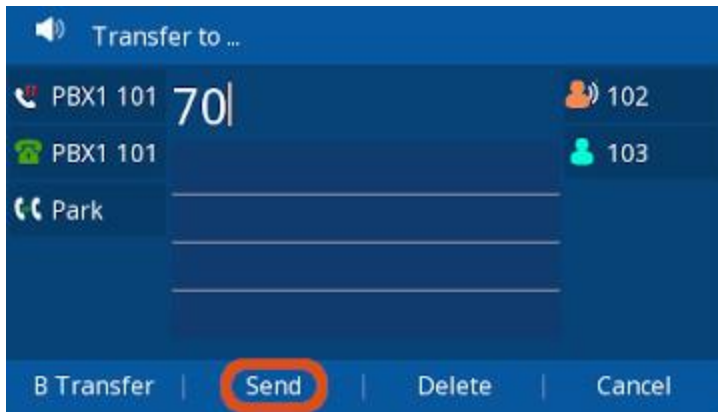



If you Don't have a Park Softkey on your Phone

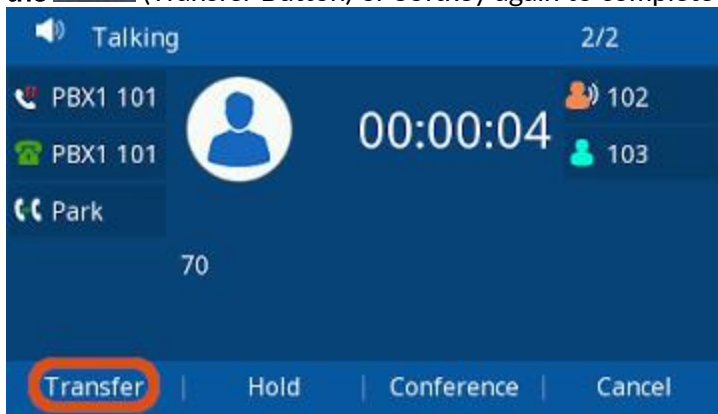
- Press the  (Transfer Button) or Softkey



- Dial the **Parking Extension** (70 by default for FreePBX based systems and 700 for Clearly Cloud)and press **Send** or "#"



- The Caller will be placed in a parking slot, and the slot number will be read back to you, press the  (Transfer Button) or Softkey again to complete the transfer to parking.



Retrieving Parked Calls

- Dial the **Parking Slot** number the call was parked (That was read to you when parked) press **Send** or "#"




Headset


What is Headset Mode?

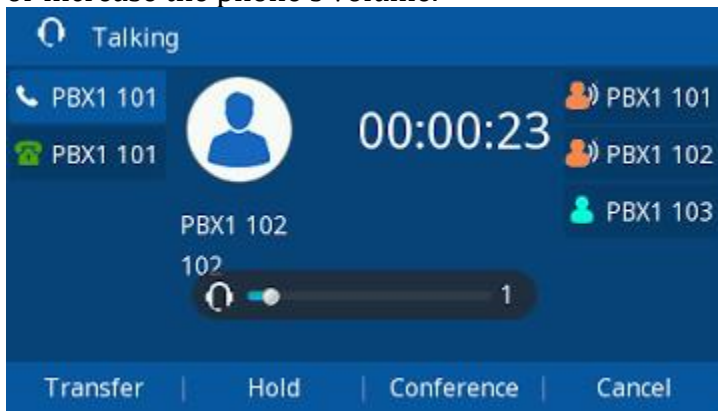
- Headset mode allows you to make and receive calls through a Headset instead of the phone's Handset or Speaker Phone as the default audio source.
- You can switch to and from Headset mode at any time, even during an active call.

Enabling / Disabling Headset Mode



- Press the  (headset) button to toggle headset mode on and off.
- If the phone is in headset mode it will display a Headset Icon at the top of the screen and a text alert at the bottom (the bottom alert may cycle through several other alerts).

Adjusting the Headset Volume

- Headset volume is affected by Headset's own volume setting as well as the Phone's volume setting.
- If you adjust the volume on the Headset that does not effect the levels on the Handset or Speaker Phones. You may have to adjust both to get both at the desired levels.
- While the phone is use (on a call) press the  (- and +) buttons on the phone to decrease or increase the phone's volume.



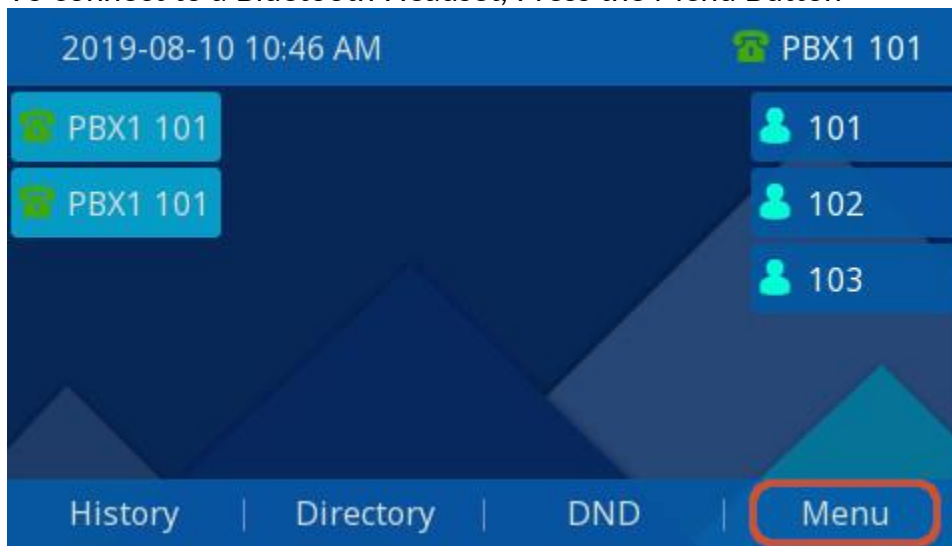
Switching from Headset Mode to Another Mode During a Call

- From Headset to Handset: Pick the Handset.
- From Handset to Headset: Press the  (headset) button.
- **Note:** When using headset, Pressing the  (headset) button will send the call to Speaker phone if the Handset is On-Hook, or to the Handset if it's already Off-Hook.

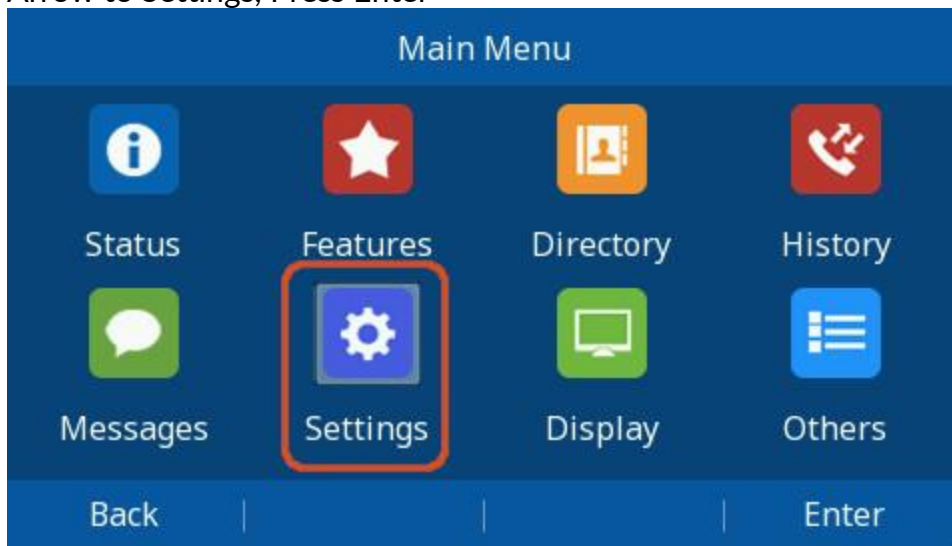
Bluetooth Setup (HCI 270)

Enabling Bluetooth

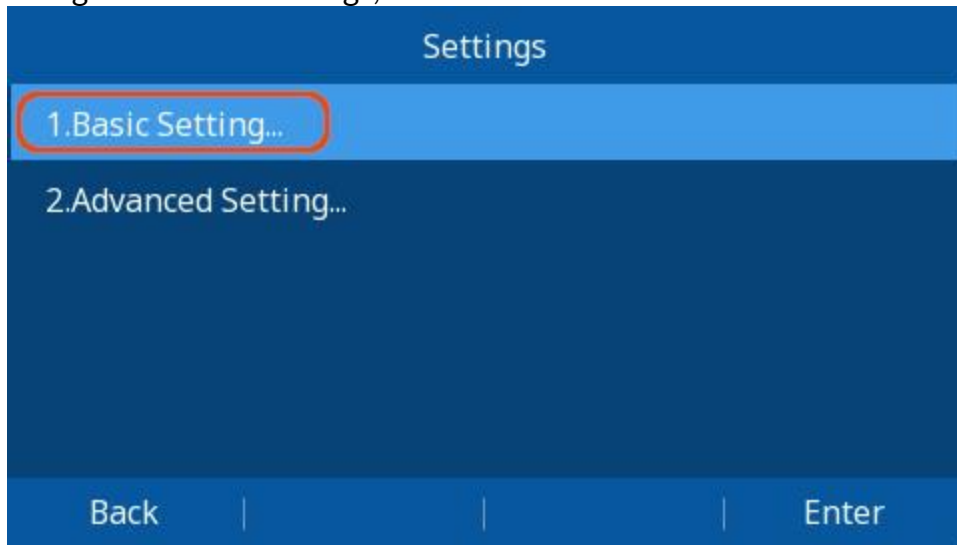
- To connect to a Bluetooth Headset, Press the Menu Button



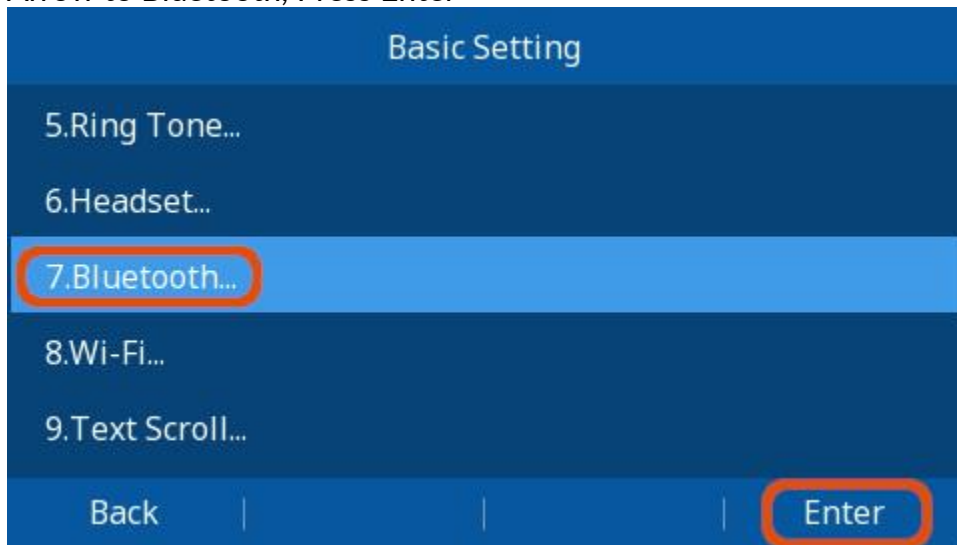
- Arrow to Settings, Press Enter



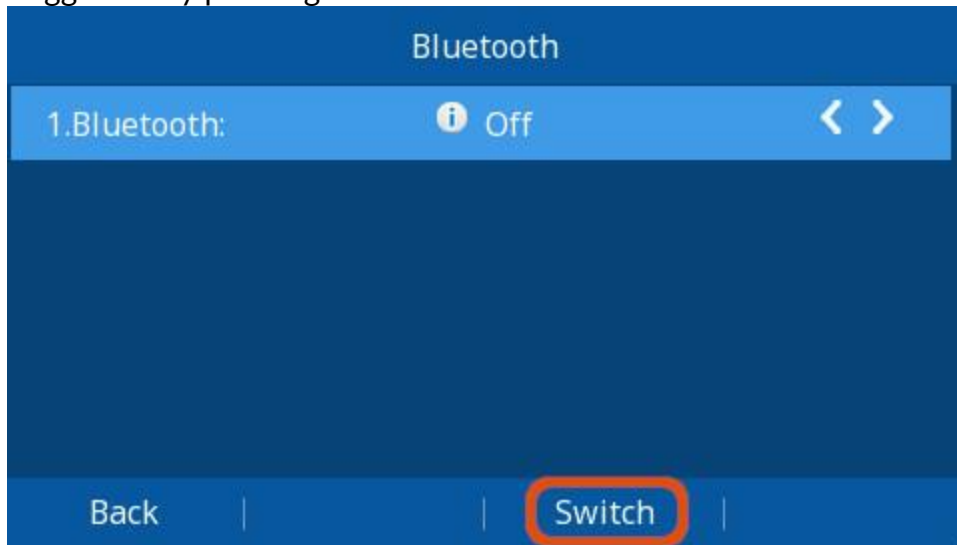
- Navigate to Basic Settings, Press Enter



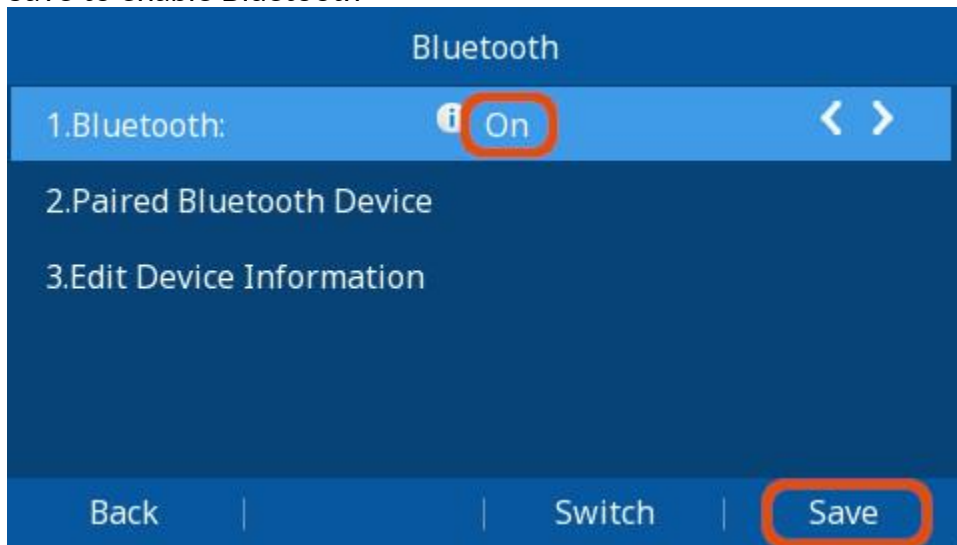
- Arrow to Bluetooth, Press Enter



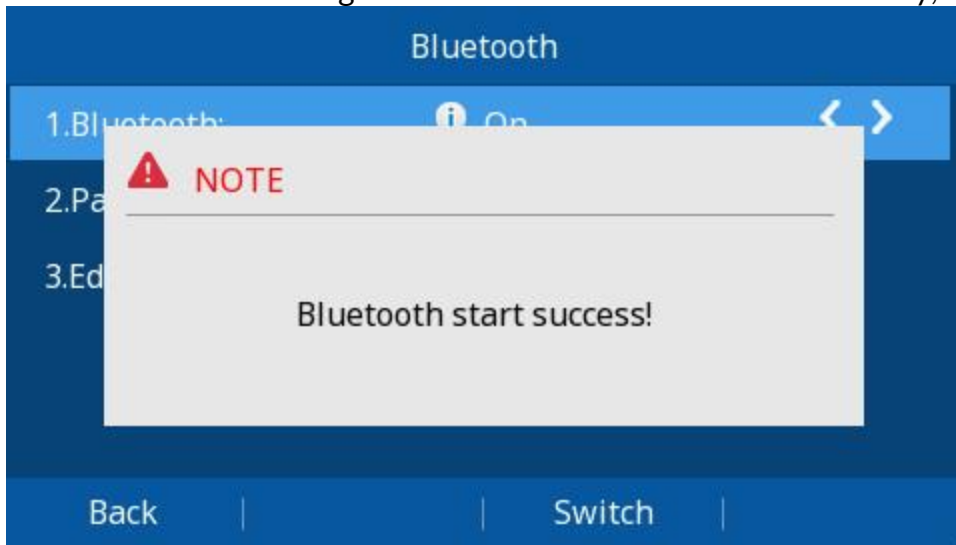
- Toggle On by pressing the Switch button



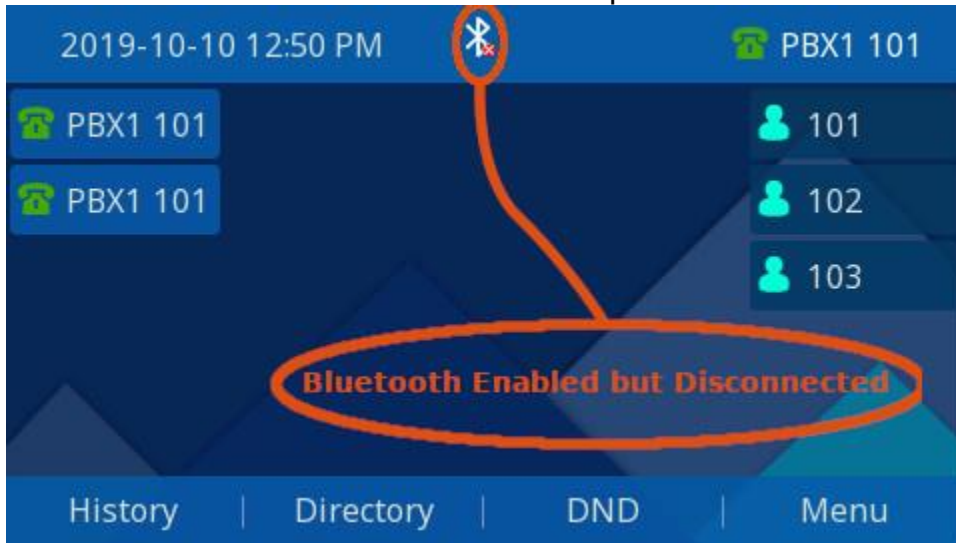
- Save to enable Bluetooth



- You should see a message that Bluetooth was started successfully, if not exit and start over.



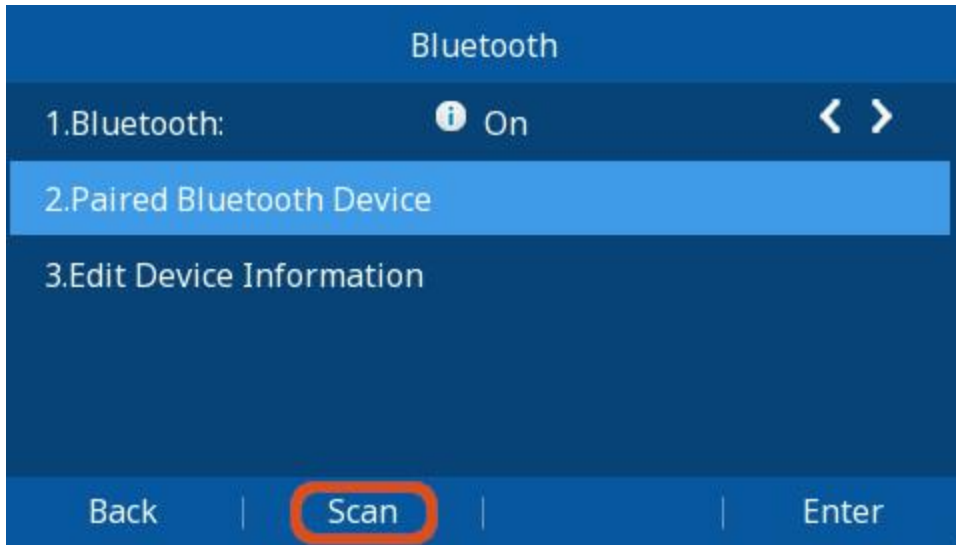
- Bluetooth is now enabled and we can now pair it with a device



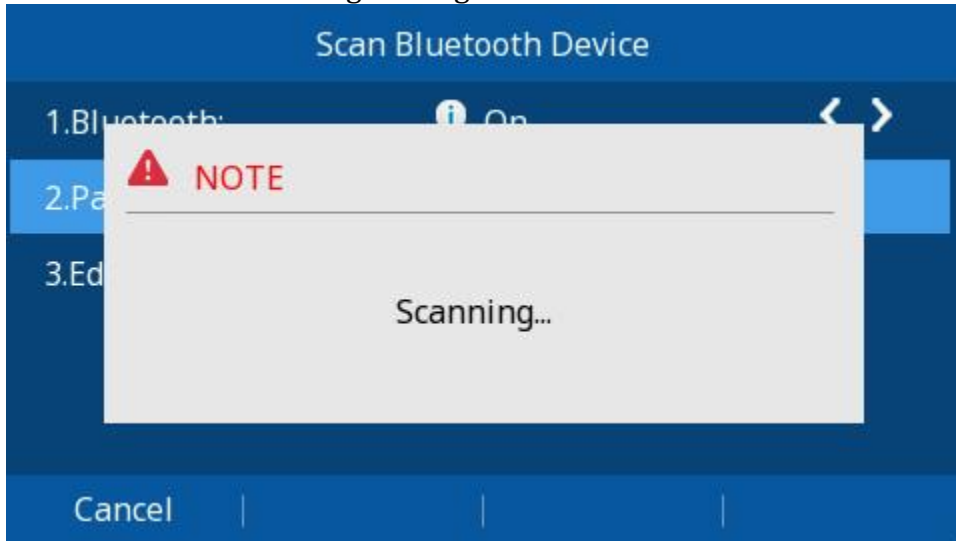
Pairing a Bluetooth Device

- Enable pairing on your Bluetooth headset
 - This will depend on your device, please consult it's manual.
- Go to the Bluetooth config section as in Steps 1-4 Above.

- Scroll down to Paired Device --> Scan

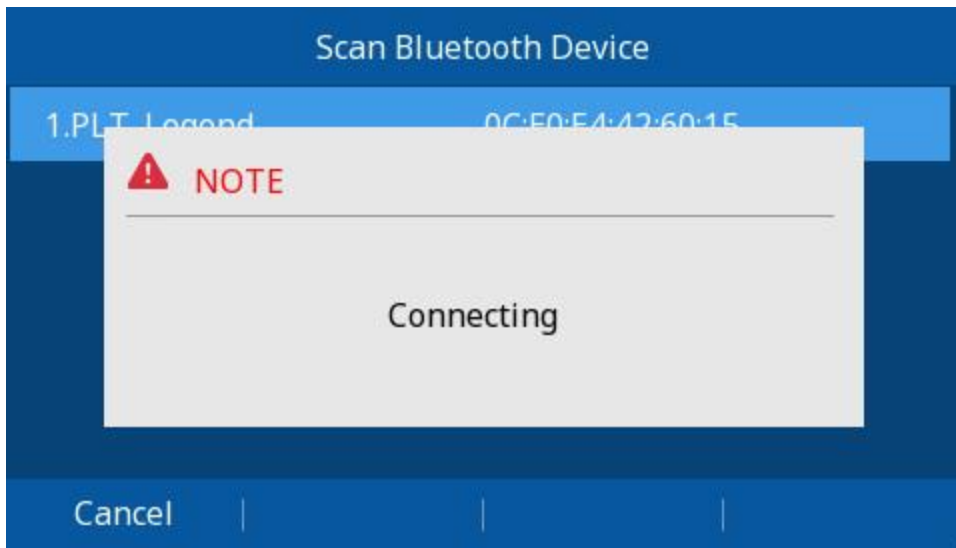


- You should see a scanning message.



- Once it's done you should see your device in the list, Select your device and hit Connect.



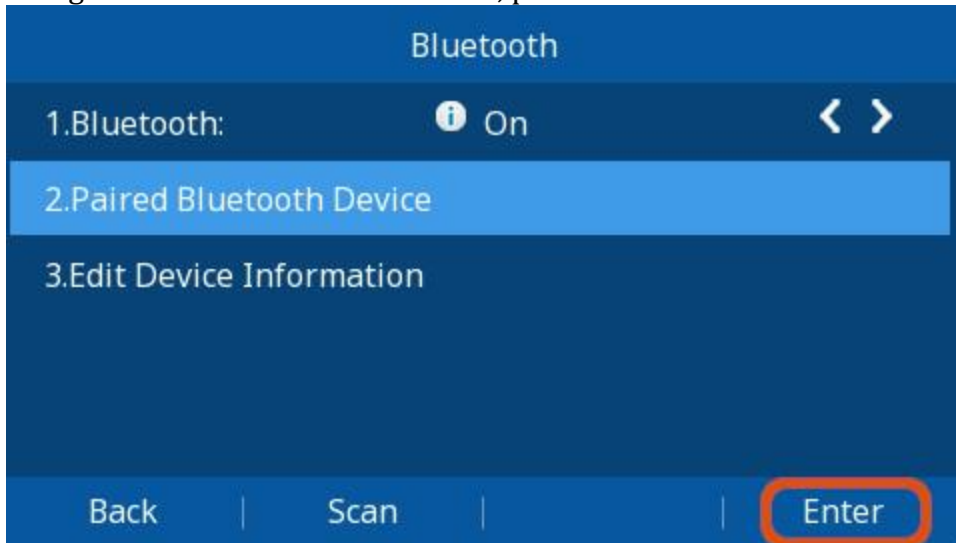


- Once connected Exit out to the main home screen.

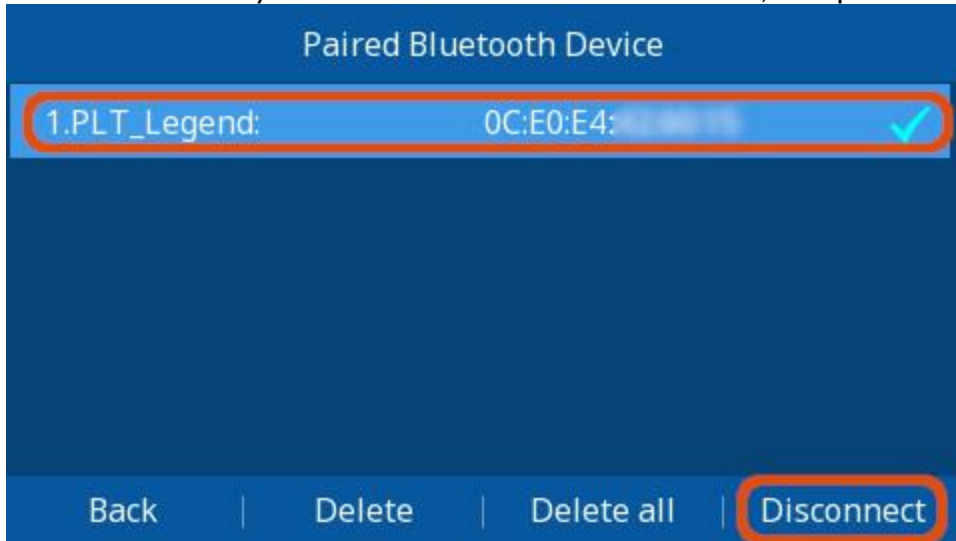
Disconnect Bluetooth Device

- Go to the Bluetooth config section as in Steps 1-4 Above.

- Navigate to Paired Bluetooth Device, press Enter.



- Select the device you want to disconnect from the list, and press Disconnect.

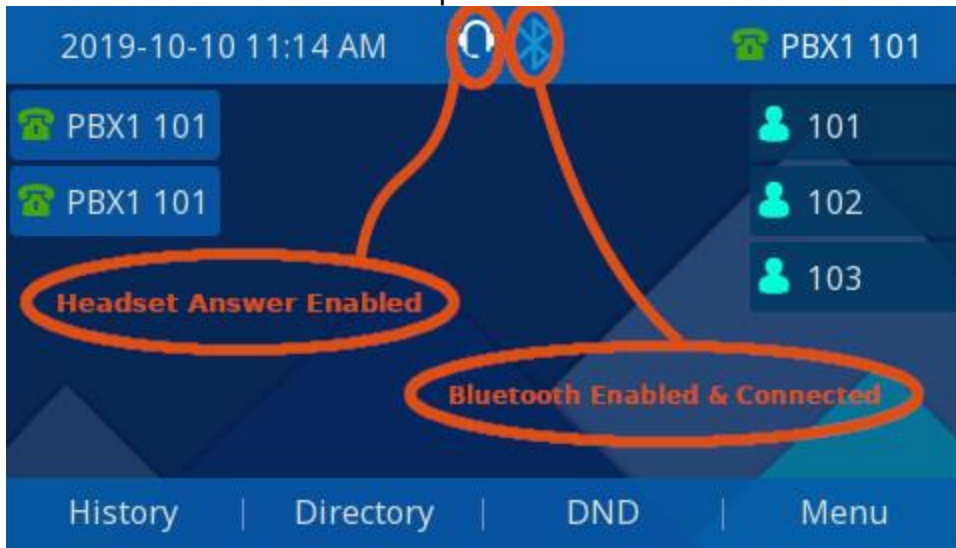


- If you don't plan to ever connect a device again in the future and can use the Delete or Delete All options to purge the device from the Phone

Enable Answering Via Bluetooth Headset.

- To answer calls via the Headset, press the headset button on the phone's panel to toggle headset mode.

- You should see status icons as pictured below.



EHS 30 Setup

EHS 30 Overview

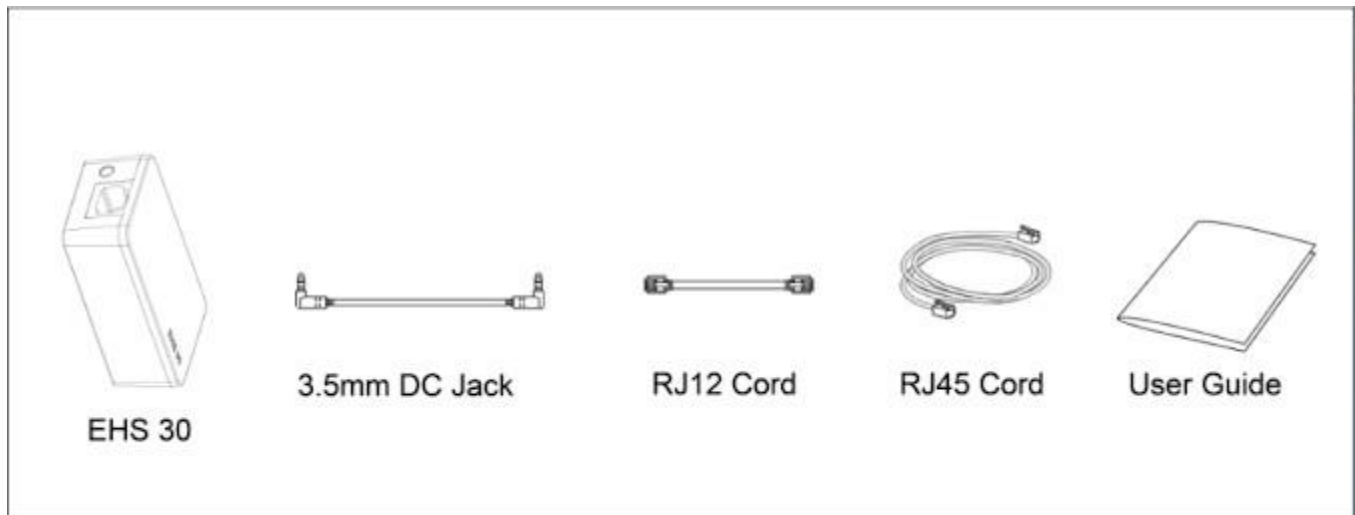
The Hinson HCI30 Headset Adapter connects Hinson Phones to supported wireless headsets that have EHS capability. Enabling the Headset to control hook On/Off and talk modes from the headset.

Supported Phones

The HCI30 adapter supports the Hinson Phones listed below.

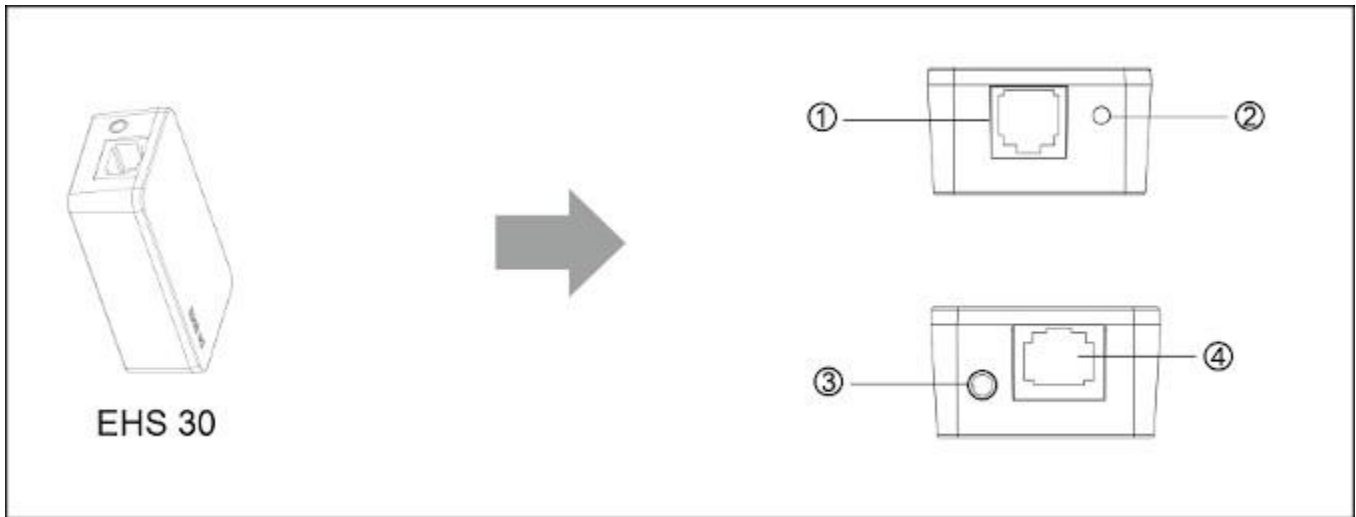
- HCI-270
- HCI-250

Included Contents



- HCI30
- 3.5mm DC Jack (For Plantronics Headsets)
- RJ12 Cord
- RJ45 Cord

HCI30 Ports and LEDs

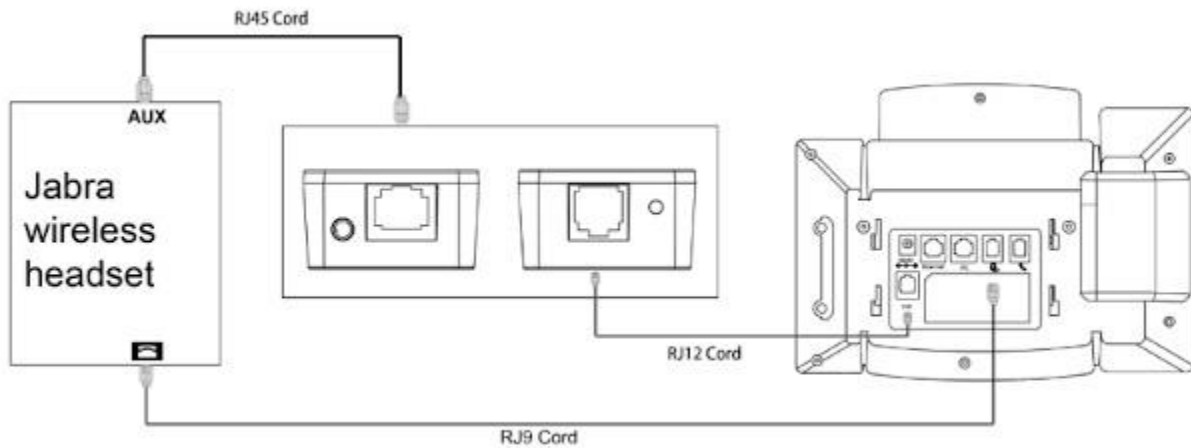


1. RJ12 Port for IP Phone EXT/EHS or Expansion Module
2. Green Operation LED
3. 3.5mm DC Power Jack (For Plantronics Headsets)
4. RJ45 Jack (For Jabra Headsets)

Jabra Headsets

Jabra Cable Connections

The graphic below show the connections between the Hinson phone and Jabra Headset Base. See detailed instructions below for your Headset Series



Connecting Jabra 92X & 93X Series with HCI30

1. Connect the included RJ45 cable between the Aux Port on the Jabra Headset Base and the RJ45 port (Port 4) of the HCI30 Adapter.
2. Connect the included RJ12 cable between the EHS30's RJ12 port (Port 1) and the EXT/EHS port of the Hinson Phone.
3. Connect the included RJ-9 cable the telephone port on the Jabra headset base to the headset port of the Hinson Phone.
4. Connect the DC power adapter to the headset's power port.

Your Jabra headset must be setup for DHSG call control. If it's not or set for a different mode like "IQ" or "Auto-detect" the headset may lose audio shortly after going off-hook (Approx. 5-10 seconds)

1. Put on the headset so you can hear the audio prompts
2. Press and Hold both volume button at the same time until you hear "Setup" then release the buttons.
3. Press the Talk button repeatedly until you hear "Remote Call Control"
4. Press the volume down button until you hear "DHSG"
5. Press the talk button to select
6. Press and hold both volume buttons at the same time until you hear "Goodbye" and release the buttons
7. The headset will reset and update settings, indicated by the white battery icon on the base.

Connecting Jabra 94XX Series with HCI30

1. Connect the included RJ45 cable between the Aux Port on the Jabra Headset Base and the RJ45 port (Port 4) of the HCI30 Adapter.
2. Connect the included RJ12 cable between the HCI30's RJ12 port (Port 1) and the EXT/EHS port of the Hinson Phone.
3. Connect the included RJ-9 cable the telephone port on the Jabra headset base to the headset port of the Hinson Phone.
4. Connect the DC power adapter to the headset's power port.

Your Jabra headset must be setup for DHSG call control. If it's not or set for a different mode like "IQ" or "Auto-detect" the headset may lose audio shortly after going off-hook (Approx. 5-10 seconds)

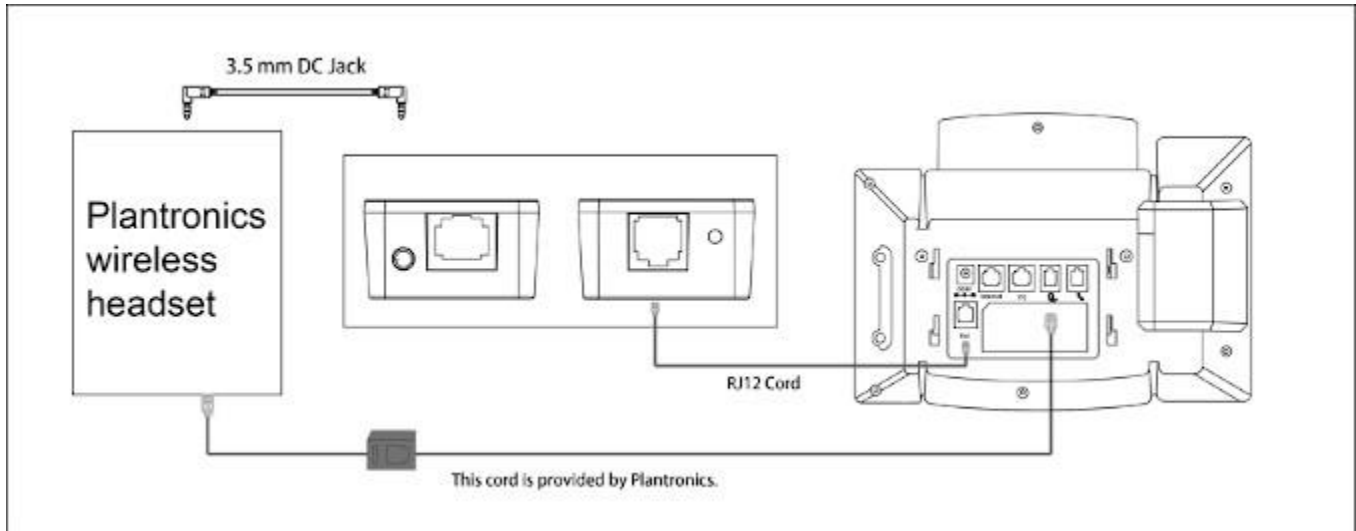
On the Jabra headset base's LCD GUI:

1. **Click Settings Icon**
2. **Phones Settings**
3. **Desk Phone**
4. **Setup Desk Phone**
5. **Confirm**
6. **Manual**
7. **Select DHSG**
8. **Press ">" Several Times**
9. **Press "X" and the Jabra will reboot**

Plantronics Headsets

Plantronics Cable Connections

The graphic below show the connections between the Hinson phone and Plantronics Headset Base. See detailed instructions below for your Headset Series.



Connecting Plantronics CS5XX Series with HCI30

1. Connect the Plantronics headset base to the RJ-9 headset port on the Hinson Phone using the telephone interface cable provided by Plantronics
2. Connect the RJ12 cord between the HCI30's RJ12 port (Port 1) and the EXT/EHS Port on the Hinson Phone
3. Connect the included 3.5mm DC Power Port (Port 3) of the HCI30 to the headset lifter/EHS cable port on the Plantronics headset base.
4. Connect the DC power adapter to the headset base station's power port and connect it to a power outlet.

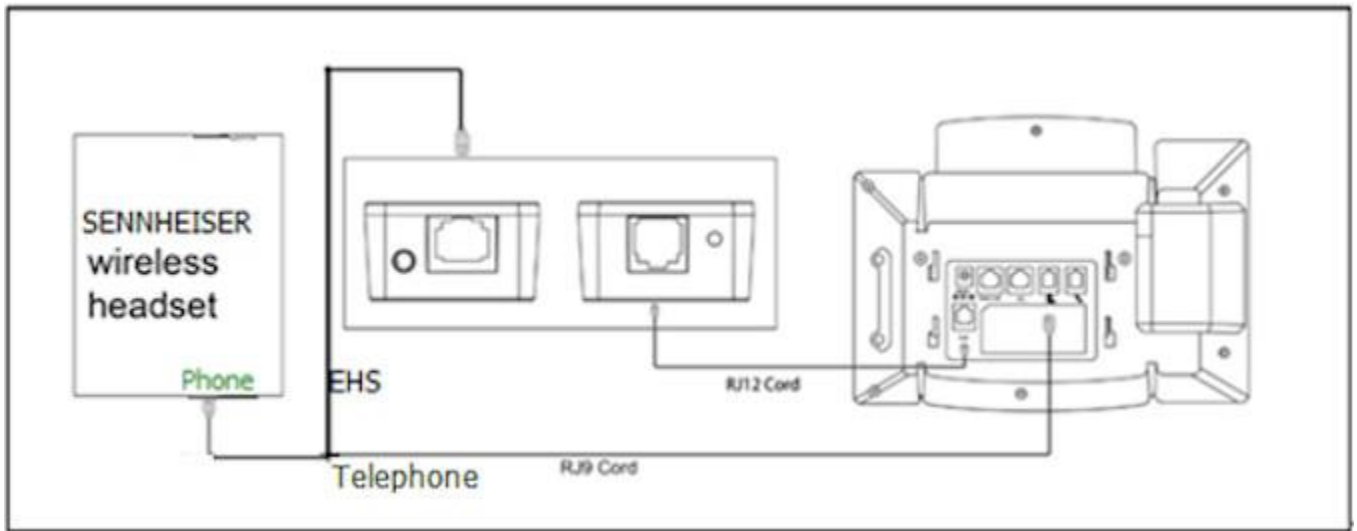
Connecting Plantronics W7XX Series with HCI30

1. Connect the Plantronics headset base to the RJ-9 headset port on the Hinson Phone using the telephone interface cable provided by Plantronics
2. Connect the RJ12 cord between the HCI30's RJ12 port (Port 1) and the EXT/EHS Port on the Hinson Phone
3. Connect the included 3.5mm DC Power Port (Port 3) of the HCI30 to the headset lifter/EHS cable port on the Plantronics headset base.
4. Connect the DC power adapter to the headset base station's power port and connect it to a power outlet.

Sennheiser headsets

Sennheiser Cable Connections

The graphic below show the connections between the Hinson phone and Sennheiser Headset Base. See detailed instructions below for your Headset Series.



Connecting Sennheiser SD Series with HCI30

1. Connect the Green end of the Y-Shaped EHS Cable provided by Sennheiser to the phone port on the Headset base
2. Connect the end of the Y-Shaped EHS Cable labeled "Telephone Headset Port" to the headset port of the Hinson Phone
3. Connect the end of the Y-Shaped EHS Cable labeled "EHS Adapter" to the RJ45 port (Port 4) on the HCI30 Adapter
4. Connect the included RJ12 between the EHS30 Adapter's RJ12 port (Port 1) and the EXT/EHS Port of the Hinson Phone
5. Connect the DC power adapter to the headset base station's power port and connect it to a power outlet.