

Answering Calls:

To answer a phone call, do the following steps:

1. Pick up the handset, or if using the headset press the **Answer** softkey or press the **Speaker** button to talk.

If several calls are incoming:

1. Use the **Navigation** button (up and down arrows) to select the call to be answered. Then....
2. Press the **Answer** soft key.

Making an external call:

1. Access dial tone.
2. At the dial tone, dial 9 + 1 + A/C + the number.

Making an internal call:

1. Access dial tone.
2. Dial the extension of the person you are calling.

Placing Calls on Hold:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **Hold** soft key to put the call on hold.
3. To pick the call up press the **Resume** soft key.

If several calls are incoming or on hold:

1. Use the **Navigation** button (up and down arrows) to select the call to be answered. Then....
2. Press the **Answer** or **Resume** soft key.

Transferring Calls:

To transfer a phone call, do the following steps:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **Transfer** button, this puts the caller on hold and opens up a new line (dial tone).
3. Dial the correct extension number.
4. When the person at the other end picks up the line, announce the caller's name.
5. Press the **Transfer** button again.

If the person or extension the caller asked for, does not answer the call:

- A. Press the **End Call** soft key when the second call is highlighted to cancel the transfer.
- B. Press the **Resume** soft key to resume the original call and inform the caller the party they are calling for is not answering. Give them the option to call back or leave a message on voice mail.

Transferring a Call to Voice Mail:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **Transfer** button, this puts the caller on hold and opens up a new line (dial tone).
3. Dial star * plus the correct extension number.
4. Press the **Transfer** button a second time.



Corporate Directory

- 1 Press the **Directories** button . Use the **Navigation** button Up/Down Arrow key to select **Corporate Directory**, then press the **Select** soft key.
- 2 Use **Navigation** button to select First Name, Last Name or Number you'd like to search.
- 3 Use the **keypad** to enter the name or number you want to search for (using "cell-phone" like numbers for spelling, for example to get the letter "C" press the "2" button three times).
- 4 Use the **Navigation** Up/Down Arrow button as needed to select the desired listing.
- 5 Press the **Dial** soft key.

Placing a Conference Call:

To arrange a conference call:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **More** soft key for more softkeys.
3. Press the **Conf** soft key. Be sure to do this quickly, if the pause is longer than three seconds, the sub-menu view returns to the main menu .
4. Enter the telephone number of the people participating in the conference.
5. Press the conference button again.

Ending a Conference Call:

1. Each caller can end the call by hanging up their handset or disconnecting their headset or speaker or....
2. The conference organizer can end the calls by:
 - A. Press the **Conf Lst** soft key.
 - B. Highlight an entry.
 - C. Press the **remove** soft key.

Other Features:

Mute button — pressing this button will silence all sound coming from your office including your voice. It glows red when activated.

iDVERT — Pressing this Softkey during an incoming call will send the call to your voicemail.

DND — Pressing this Softkey prior to an incoming call will cause all incoming calls to go to your voicemail. Re-press DND to deactivate.

VOICE MAIL QUICK REFERENCE GUIDE



First time Setup of your Voice Mail:

To Login first time:

Press the [MESSAGES] button. 

Enter your phone voicemail password, (it should be the same as before) and press the pound [#] key.

Tutorial plays so go through the tutorial to setup your Mailbox:

Record Your Name:

Record your first and last name for the company directory.

After the beep, speak your name.

Press [#] to accept it.

Press [1] to rerecord it.

Create Personal Greeting:

Follow the prompts to create your personal greeting.

Press [1] to enter the greeting.

Press [#] twice.

Create New Password:

Follow the prompts to enter a new password.

Enter you password and press [#].

Enter your password again (exactly as the first time) and press [#].

Directory Assistance Listing:

Follow the prompts to be listed in Directory Assistance.

Attendant voice should say you are listed in directory.

Press [#] to continue.

Final step for Mailbox setup:

Attendant voice says "...you have finished enrollment".

Access Voice Mail from different places:

Internally from another phone:

Call your phone extension. When your voicemail starts press the * key and you will be asked to enter your password and press [#].

Press [1] to listen to your messages.

Externally:

Dial your DID number , then when your voicemail starts press the * key and you will be asked to enter your password and press [#].

To Retrieve New Messages:

1. Press [1].
2. Retrieve Saved Messages.
3. Press [3] and then [1].
4. Back Up a Step press the Star * key.

Options While Listening to a Message:

Skip: Press [#]. Message is not deleted.

Repeat: Press [1].

Delete: Press [3].

Slower: Press [4] to play slow down the message.

Faster: Press [6] to play to speed up the message.

Reverse: Press [7] to reverse in two-second increments.

Pause: Press [8] to pause.
Press [8] to resume playing.

Forward: Press [9] to fast-forward in two-second increments.

Options After Listening to a Message:

Save: After playing the message, press [2].

Delete: Press [3].

Forward: After listening to the message, press [5].
Follow the prompts to enter a name.

Options to Personalize your Voicemail:

To Change Personal Greeting:

Press [MESSAGES] button 

Enter your password and press [#].

Press [4] for all setup options.

Press [1] for all greeting options.

Press [1] to change greeting or Press 2, 3, or 4 for other options.

After the current greeting is played, press [1] to re-record your greeting.

Press [#] to save.

To Change Password:

Press [MESSAGES] button 

Enter your password and press [#].

Press [4] for setup options.

Press [3] for Personal Settings.

Press [1] for Password.

Enter your password and press [#].

Enter your password again and press [#].