

# How to Use Your Phone

## Answer Phone



### By Handset

1. When phone is ringing, pick up the handset.
2. When call is over hang up the handset.

### By Speaker phone

1. When phone is ringing, press the speaker button
2. When call is over, press speaker button to hang up

## Place a Call



1. Pick up the handset and dial the number.
2. Press **#send** after dialing to speed up the dialing time.
3. When call is over you can either hang up the handset.

## Transfer a call



There are two types of transfers “blind” and “attended”.

1. **Blind** - This type of transfer is where you send a call without making an announcement to the other party.
  - a. While on a call press the **transfer** key, dial the intended party’s number, and press **transfer** again to complete. Hang up
2. **Attended transfer.** This type of transfer allows you to talk to the other party before putting the call through.
  - a. While on a call, press the **transfer** key, dial the intended party’s number, then press the **send** key.
  - b. When they other part answers, announce the call. If they will accept the call press **transfer**.
  - c. If they do not wish to take the call, press the **end call** key, and press the flashing **line** key to continue conversation.

## Place a Conference Call



1. While on a call, press the **conference** key. This puts the call on hold.
2. A second call path is now open, call the next party. Press **send (#)**.
3. Press the **conference** key for all parties to talk to each other.

## Put a Call on Hold



1. When you put a call on hold, only you can retrieve the call.
  - a. When on a call press the **hold** button.
  - b. To retrieve the call, press the flashing **line** key, or the hold button.

## Mute a Call



1. If you want to **mute** the call, so that the other party can't hear what you are saying, press the **mute** key.
2. Press the **mute** key again to continue your conversation.

## Redial



1. To call the last number you called
2. Press the **redial** key.

## Voice Messages



### To listen to voice mail messages:

When you have new voice messages waiting the Message key lights up and the red status LED flashes.

1. Press **Message** button. (or Dial \*97#)
2. Follow the voice prompts to access and listen to your voice messages.



## VOICEMAIL INITIAL SET UP



1. Press **Message** button. (or Dial \*97)
2. **Your Temporary password is 1397.**
3. **Press 0 to access admin menu**
4. Press 1 to record your unavailable greeting
5. Press 2 to record busy message
6. **Press 3 to record your name**
7. Press 4 to record temporary greeting
8. **Press 5 to change your VM password**

\* **The lines in bold should be done to get your voicemail set up**

## HOW TO ACCESS YOUR VOICEMAIL

### To check your voicemail from outside the office (Auto Attendant answers):

1. Dial main phone number wait for Auto Attendant to answer, and then dial your extension #
2. Wait for your voicemail to pick up, then press the \* **key**.
3. Enter your **Password**

### To check your voicemail from outside the office:

1. Call your DID or have the receptionist transfer you to your extension.
2. When your voicemail greeting answers press the \* **key**
3. Enter your **Password**

### To check voicemail from your phone:

1. Press the Voicemail/Message button or dial \***97** from your phone.
2. Enter Your **Password**

### To Check your Voicemail from a different phone in the office:

1. Dial \***98** from any phone
2. Enter your **Extension Number**
3. Enter your **Password**

## MAIN MENU SETTINGS:

**Press 1.** Listen to Current voicemails. (While listening to a Message you can execute the following commands.)

**Press 4 - Play Previous Message**

**Press 5 - Repeat Current Message**

**Press 6 - Play Next Message**

**Press 7 - Delete Current Message**

**Press 8 - Forward Message**

**Press 9 - Save Message**

**Press # - Fast Forward 3 Seconds**

**Press \* - Rewind 3 Seconds**