






1. USING YOUR DESK PHONE

Topics:

- ^ *Making Calls*
- ^ *Receiving Calls*
- ^ *Voicemail*
- ^ *Handling Calls*

	Contacts	View and edit contact information
	Hold	Put on hold or resume the call
	Mute	Mute or unmute the call/ Do Not Disturb
	Headset	Switch to headset mode
	Message	View voicemail messages
	Transfer	Transfer a call
	Conference	Conference a call
	Speaker	Turn on speaker or hang-up
	Send/Redial	Dials or views previously dialed calls
	Up Navigation	View IP address while idle
	Volume	Louder or quieter controls

Making Calls

Making a call with your phone does not require a leading 9. You can dial on-hook or off-hook.

➤ To dial on-hook

1. Dial the phone number.
2. Pick up the handset, press headset, press speaker or press Dial softkey

➤ To dial off-hook

1. Pick up the handset, press headset or press speaker
2. Dial the phone number.
3. Press Dial softkey

Calls to the US and Canada are all dialed using 10 or 11 digits.

Making International Calls – Restricted unless specific country codes are authorized by Customer and waiver is signed

➤ To dial an international call

1. Dial the international call code 011.
2. Dial the country code.
3. Dial the local number.

International calling is commonly disallowed to prevent toll fraud.

Extension Dialing

Extensions on your system can be dialed using their 3-to-4 digit extension or by pressing the button on your phone corresponding to the desired extension.

Intercom

VoIP phones provide an intercom feature that allows you to instantly connect to other phones within your office. Intercom functionality is ideal for announcing visitors or asking a quick question.

When one phone intercoms another extension, it does not ring the other phone. Instead, the other phone will beep, and then its microphone and speaker turn on.

➤ To intercom

1. Dial 08ext. For example, to intercom extension 100, dial **08100**.

Receiving Calls

When a call comes in, you can answer it via a headset, speakerphone, or handset.

- **To answer a call using a handset**
 - Lift the handset off-hook.
- **To answer a call using a speakerphone**
 - Press the **Speaker** button.
- **To answer a call using a headset**
 - Usage depends on how the headset is connected. Often, you'll press the button on the headset or press the headset button on the phone.

Voicemail

Accessing Voicemail

- **To access voicemail**
 1. Press the **Envelope** button on your phone to access your voicemail box or dial 5001 if you cannot identify the voicemail button.
 2. If you subscribe to multiple mailboxes, a list of mailboxes may appear. Select the mail box you want to access.
 3. When prompted, enter your voicemail pin (Default until you change your Pin is 1357) and then press **#**.
- **To access another person's mailbox**
 1. Dial **5000**.
 2. When prompted, enter the other person's extension number.
 3. Enter the voicemail PIN of the other person's mailbox, followed by **#**.

Setting Up Your Mailbox

The first time you log in to your mailbox you are walked through recording your name for the directory and recording your personal greeting.

The name recording is for the dial-by-name directory, so when someone enters the first three letters of your last name, it will play back your name recording.

The greeting plays when your mailbox is reached. It is very important to make a custom message, as many callers will not leave messages at mailboxes that have generic greetings.

Alternate Greetings

Your mailbox supports multiple greetings for different scenarios like business trips and holidays.

➤ To record an alternate greeting

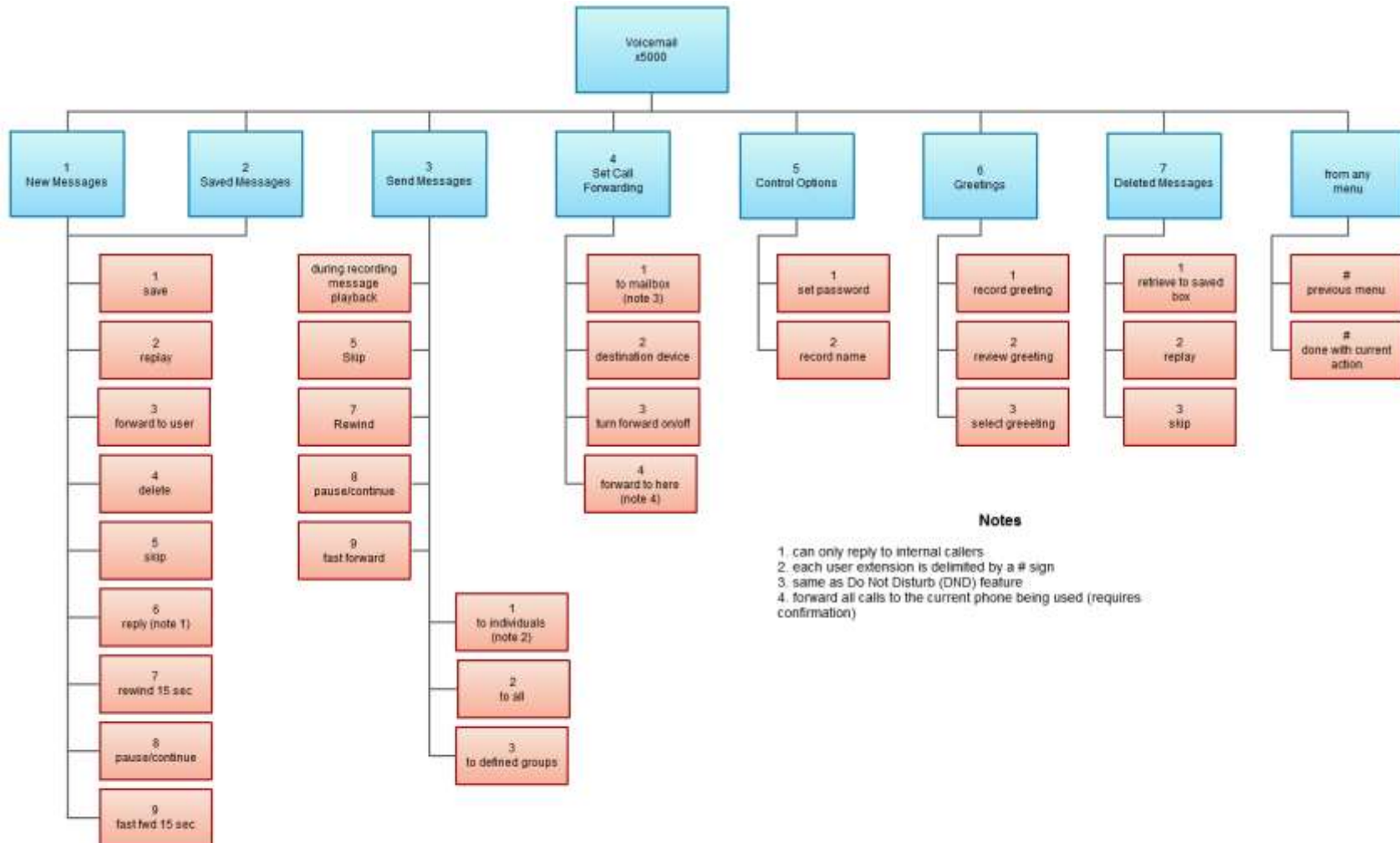
1. From your mailbox, press **6** for greetings, and then press **1** to record an alternate greeting.
2. When prompted for the greeting number press **2** for your next alternate greeting (1 is your default greeting).
3. After your recording is completed, select the active greeting by selecting option **3** in the greetings menu.

Voicemail Tree

On the next page you'll find a voicemail tree showing what to dial for each option in your mailbox.



Message/Envelope Key = Call Voicemail or dial 5001 for your own mailbox or dial 5000 to access someone else's mailbox.



Handling Calls

Your cloud PBX features various ways to move calls around, including attended transfer, unattended (blind) transfer, voicemail transfer, park, and more. In this section, references to BLFs are the 1-touch buttons to extensions common at front-desk phones.

Blind Transfer Dialing an Extension

1. Press the Transfer key/softkey on your phone.
2. Dial the recipient's extension .
3. Press **BlindTrnf** softkey
4. Hang-up

Blind Transfer Using a BLF Key

1. Press the Transfer key/softkey on your phone.
2. Press the recipient's BLF key .
3. Press **Transfer** softkey
4. Hang-up

Attended Transfer Dialing an Extension

Attended transfer allows you to speak to the transfer recipient prior to completing the transfer while the caller is on hold.

1. Press the **Transfer** key/softkey on your phone.
2. Dial the recipient's extension.
3. Press **AttTrnf** softkey
4. Announce call.
5. Press Transfer softkey.
6. Hang-up

Attended Transfer Using a BLF Key

Attended transfer allows you to speak to the transfer recipient prior to completing the transfer while the caller is on hold.

1. Press the **Transfer** key/softkey on your phone.
2. Press the recipient's BLF key.
3. Announce call.
4. Press Transfer softkey.
5. Hang-up

Transfers to External Numbers

A transfer can also go to an external number such as a cell phone. Follow the Blind Transfer directions above but instead of dialing an extension, dial a 10-digit phone number.

Voicemail Transfer

Voicemail transfer goes straight to the recipient's voicemail box without ringing the recipient's phone.

- **To transfer a caller directly to a voicemail box without ringing the telephone**
 - Press Transfer Key/softkey and dial a 03 prefix before the extension. For extension 111's voicemail, for example, blind transfer to 03111.
 - Press Blind Transfer softkey and Hang Up

Park and Hold

On your phone system, hold is a local function. This means a call held on your phone cannot be picked up at another station. Park is a system-wide function. This means a call parked at one phone may be picked up by any phone.

- **To park a call**
 1. Press the Home Key (far left softkey under LCD screen)
 2. Press any available Park Key (I.e: Park 1, Park 2 or Park3) with a Green LED lit.
 3. Hang Up
 - **To retrieve the parked call**

1. Go to any telephone and either Lift the Handset or Press Speaker
2. Press the Park Key where the caller was parked to be reconnected with the caller

3-Way Conference

➤ To make a 3-way conference

1. Call or be called by the first participant in the conference.
2. Press the **Conference** key and then dial the second participant.
3. After the second participant picks up, press **Conference** again to connect everyone.

Do Not Disturb

- While the telephone set is idle
1. Press the Mute key once to turn ON
 2. Press the Mute key once to turn OFF

Contacts

1. With the Phone Idle
2. Press the Contact button
3. See Local Phonebook and Press the Right Navigation Arrow
4. Press the Softkey "New"
5. Enter the information into the appropriate fields
6. Press "Save" when you have finished
 - a. Use the Keypad to enter the information
 - b. Use the Navigation Arrows to move through the fields; up, down, right or left

Changing Ring Tones:

- a. With your phone idle
- b. Press the center of the Navigation Dial
- c. Arrow down and right to Option “6”
- d. Press the center of the Navigation Dial
- e. Arrow down to “Call Settings”
- f. Arrow Right
- g. Select Account 1
- h. Arrow Right
- i. Arrow Right through the different choices and click Save
- j. Samples of the available ring tones will be provided for each tone