1. USING YOUR DESK PHONE

Topics:

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- *Receiving Calls*
- *Voicemail*
- *Handling Calls*

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Open Lines

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Presence Indicator

Parking Spots
-Shared with
entire company
-Places Caller on
Hold
-Allows Extension
to "Pick up"
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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 and press Send softkey

➢ **To dial off-hook**

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

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 mailbox 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 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.

To Record Your Name for the Company Directory:

Press 5 for the option menu

Press 2 to record your name

Record your name and press pound # key when finished

Press 1 to be announced in the directory

To Record Your Voicemail Greeting:

Press 6 for the greetings menu

Press 1 to record a greeting

When prompted for the greeting number to record, press 1 (your default greeting)

Record your greeting and press pound # key when finished

Press 1 select this greeting.

Alternate Greetings

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

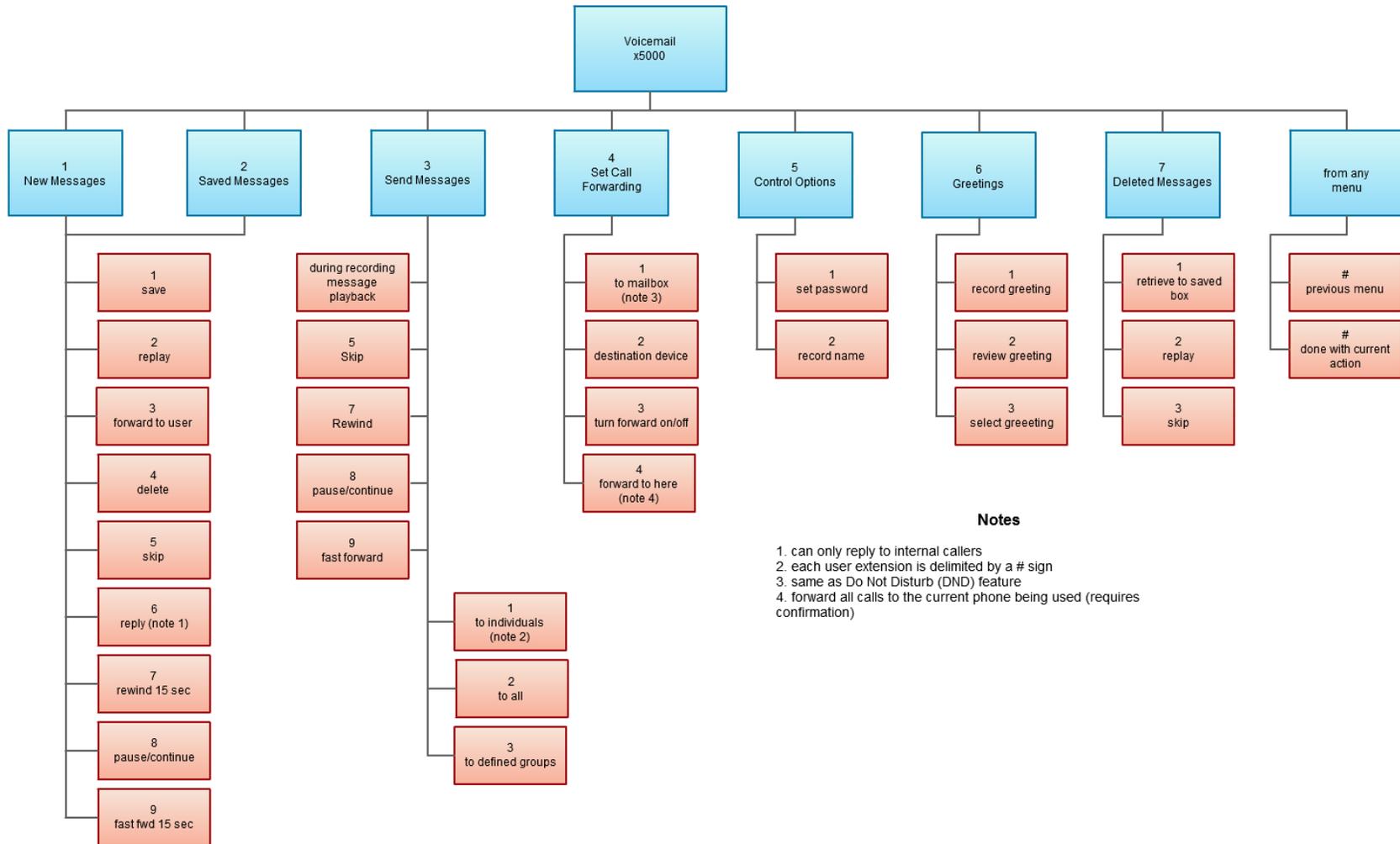> **To record an alternate greeting**

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.

```
                                    Voicemail
                                     x5000
```

1 New Messages	2 Saved Messages	3 Send Messages	4 Set Call Forwarding	5 Control Options	6 Greetings	7 Deleted Messages	from any menu

1 New Messages
- 1 save
- 2 replay
- 3 forward to user
- 4 delete
- 5 skip
- 6 reply (note 1)
- 7 rewind 15 sec
- 8 pause/continue
- 9 fast fwd 15 sec

2 Saved Messages
- during recording message playback
- 5 Skip
- 7 Rewind
- 8 pause/continue
- 9 fast forward

3 Send Messages
- 1 to individuals (note 2)
- 2 to all
- 3 to defined groups

4 Set Call Forwarding
- 1 to mailbox (note 3)
- 2 destination device
- 3 turn forward on/off
- 4 forward to here (note 4)

5 Control Options
- 1 set password
- 2 record name

6 Greetings
- 1 record greeting
- 2 review greeting
- 3 select greeeting

7 Deleted Messages
- 1 retrieve to saved box
- 2 replay
- 3 skip

from any menu
- # previous menu
- # done with current action

Notes

1. can only reply to internal callers
2. each user extension is delimited by a # sign
3. same as Do Not Disturb (DND) feature
4. forward all calls to the current phone being used (requires confirmation)

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 using a BLF Key(programmed button)

1. Press the Transfer key/softkey on your phone.

2. Dial the recipient's extension or press their BLF.

3. Press **Transfer** softkey

4. Hang-up

Attended Transfer Using a BLF Key(programmed Button)

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 or press their BLF.

3. Announce call.

4. Press **Transfer** softkey.

5. Hang-up

Blind Transfer Dialing an Extension

1. Press the Transfer key/softkey on your phone.

2. Dial the recipient's extension or press their BLF.

3. Press **BlindTrnf**

 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 **send** softkey

4. Announce call.

5. Press Transfer softkey.

6. Hang-up

Transfers to External Numbers

A transfer can also go to an external number such as a cell phone. Follow the Blind Transfer

Dialing an extension direction 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, 03111.

– Press **Blind Trnf** 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 page Key (last button on the right) to get to page 1

2. Press any available Park Key (Ie: 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 DND softkey once to turn ON

2. Press the DND softkey key once to turn OFF

Directory

1. With the Phone Idle
2. Press the Directory softkey
3. Press 2 for Local Phone Book
4. Press 1 for All Contacts
5. Press Add Softkey
6. Enter the information into the appropriate fields
7. 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

Speed Dial:

A. With the Phone Idle
B. Hold the blank button down
C. Arrow right to Speed dial
D. Enter a Description under Label IE: Don Campbell
E. Enter the value IE: Phone Number
F. Click Save

Changing Ring Tones:

a. With your phone idle
b. Press the Menu Button on your Softkey
c. Arrow to Basic
d. Press Enter Softkey
e. Arrow down to "Sound"
f. Press enter Softkey
g. Ring Tones, press Enter Softkey
h. Press 1 for Common
i. Arrow down through the different choices and click Save
j. Samples of the available ring tones will be provided for each tone