

Hosted PBX Phone/Voicemail Quick Reference

Phone Outline:



1. **Handset:** Pick up to place or answer call
2. **Message Waiting Indicator:** Displays solid red when you have a new voicemail message. Flashes red during an incoming call.
3. **LCD Screen:** Displays date and time, phone station name, line extensions and softkey options.
4. **Line Keys:** Indicates phone line status.
 - a. **When Lit Green:** Line is Idle
 - b. **When Lit Red (Steady):** Line is active or in use
 - c. **When Lit Red (Blinking):** Line is on Hold
 - d. **When Lit Orange:** Line is unregistered (Cannot Be Used)
5. **Softkey Buttons:** Press a softkey button to perform the action shown on the label on the LCD screen above. i.e. Redial, Cancel, Conference, Transfer.
6. **Navigation Button:** Press an arrow key to scroll to the left, right, up or down through items shown on the LCD screen.
7. **Message Button:** Press to access voicemail.
8. **Hold Button:** Press to place a call on hold. This will only hold the call on your phone.
9. **Setup Button:** Press to access a menu to configure features and preferences, such as your directory and speed dials) access your call history and set up functions, such as call forwarding.
10. **Mute Button:** Press to mute or unmute the phone. When phone is muted, the button glows red. A flashing mute button indicates the network connection cannot be found.
11. **Volume Button:** Press + to increase the volume and – to decrease the volume of the handset, headset, speaker (when the handset is off the phone), or ringer volume (when handset is on the phones).
12. **Speaker Button:** Push to turn the speaker on or off. When the speaker is on, the button glows green.
13. **Keypad:** Use to dial phone numbers, enter letters and choose menu items.

Hosted PBX Phone/Voicemail Quick Reference

Making a Call:

- Internal (Inter –office calling)

1. Pick up handset or press extension
2. Dial Extension number
3. Hang up handset when call is completed or press the speaker button.

- External Call

1. Pick up handset or press extension
2. Dial 9
3. Phone number.
 Example 916612814000
4. Hand up handset when call is completed or press the speaker button.

Answering a call:

1. When your phone is ringing pick up hand set or press ringing line button.

Conference Call:

1. Make a call using the techniques above.
2. Press the Conf soft key
3. Dial second number using the techniques above.
4. Press the Conf soft key once the caller is connected.

Transferring:

1. While live on a call press Xfer key.
2. Dial Extension or External Number

3. For a supervised transfer stay on the line, press the Xfer button then hang up
4. For a blind transfer press the Xfer button then hang up.
5. The caller will be sent.

Call Parking:

- To Park a caller

1. While live on a call press Xfer 70
 2. The phone will verbally announce what parking slot. 71, 72, 73
 3. Press the Xfer soft key and hang up.
- The first caller will be parked on Park 1(71), the second call Park 2 (72) etc...

- To pick up a Parked call method 1

1. Press Park 1, Park 2, Park 3 softkey.

- To pick up a Parked call method 2

1. Pick up the phone or press the speaker button.
2. Dial 71 or 72 or 73 etc

Do Not Disturb

- Do Not Disturb or DND will send all calls directly to your personal voicemail.
1. Press DND to enable and disable function.

Hosted PBX Phone/Voicemail Quick Reference

Voicemail

- Setup Voicemail

1. Press the Voice Mail button.
2. Press 1111 (Default Password)
3. Press 0 for mailbox options.
4. Press Options softkey
5. Record: Name, Unavailable Greeting, Busy Greeting.
6. Press # when done with recording
7. Hang Up or press the speaker button.

- Message Retrieval

- There is a red light at the top of the phone that will blink when you have a new message.

1. Press Voice Mail button
2. Press 1111 (Default Password)
3. Press Submit softkey
4. Press 1 to play messages
5. Hang up or press the Speaker button when finished.

While listening to a recorded voicemail message: Press # to fast forward, or * to rewind by 3 seconds. Note that the # and * keys only work when the message is in the process of being played back