

IP Phone Training

TO PLACE A LOCAL CALL

- Lift handset and dial 9 + the number

ANSWERING INBOUND CALLS

- Lift the handset to answer the call

GOODBYE



- Use this key to terminate any function, works as a way to hang up your phone

THIS SYSTEM USES THE 4 'SOFT KEYS' UNDER THE LCD SCREEN. MULTIPLE OPTIONS APPEAR WHEN YOU ARE ON A CALL. YOU MAY NEED TO USE THE "MORE" KEY TO ACCESS THE DESIRED FUNCTION REFERENCED BELOW

HOLD



- While on a call, press Hold
- To retrieve the call, press the extension key where the caller is flashing on hold

TRANSFER (soft key below the display)

- While on call
- Press Transfer
- Dial the extension number
- Press Transfer

*Note: If you dial the wrong extension number, before pressing Transfer, press the Extension key where the caller is flashing on hold to get them back. You can then start the process over (press transfer, etc.).

CONFERENCE (soft key below the display)

– Up to 6 people

- While on first call
- Press Conference
- Dial the extension number or 9 + the number of the person you want to add
- Wait for the caller to answer and let them know you are about to add them on a conference call
- Press Conference
- *Repeat the procedure for additional conferees (up to 5 additional parties)*

*Note: If the person you are trying to conference on doesn't answer, press the extension key where the original party is flashing on hold to get them back and simultaneously disconnect the party you were trying to add. This prevents you from conferencing in voice mail, answering machines, busy signal, etc.

PARK – To Park a call (soft keys below display)

- Press More
- Press Park
- Note the park code in the display (601-615)
- Press Park

PARK – To retrieve a Parked call

- Lift handset
 - Dial the park code (601-615)

Parked calls recall to the extension that parked it after four minutes.

Ring Again

- Destination busy Activate Ring Again? – Press RingAgn
- When busy phone is free, Your phone will ring with Ring again ready, Select LINE, Ring Again
- Press Extension key for Dial Tone
- Press RingAgn

GROUP PICKUP

- Lift handset
- Dial * or Pickup

EXTENSION PICKUP (to pickup a specific extension)

- Lift handset
- Dial 195 plus extension number

LAST NUMBER REDIAL

- Lift handset
- Press Extension key

SPEED CALL (program number)

- Leave Handset Down
- Press SpdCtl
- Enter 2 digit code plus number beginning with a 9
- Press SpdCtl to save number

SPEED CALL (to dial)

- Lift Handset
- Press SpdCtl
- Enter 2 digit code

FORWARD (soft key below display)

– To Activate

- **Leave handset down**
- Press Forward
- Dial extension number
- Press Forward

FORWARD (soft key below display)

– To Cancel

- **Leave handset down**
- Press Forward

AUTODIAL KEYS - To Program

- **Leave handset down**
- Press the Autodial Key that you want to program (if on second page of buttons, press Shift then the Autodial key)
- Enter 9 + the telephone number
- Press Autodial key again to store

AUTODIAL KEYS - To Use

- Get a dial tone
- Press Autodial key (if on second page of buttons, press Shift then the Autodial key)

MESSAGE



Press this key to access the voice mail system to check your messages. (It dials 4000.)

EXPRESS MESSAGING – Dial 4050

To leave a message for someone in his/her mailbox without ringing the phone.

- Dial 4050
- Once the system answers, enter the mailbox number followed by the # key

TO TRANSFER A CALLER DIRECTLY INTO A MAILBOX

- While on a call, press Transfer
- Dial 4050
- Once system answers, enter the mailbox number followed by the # key then press Transfer
- *Immediately press Transfer after you press the # key. This is because as soon as you press the # key the greeting on the mailbox starts. So, you need to press Connect immediately so the caller doesn't miss part of the greeting.*

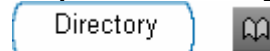
For example, if you want to put a caller into the mailbox of the person at extension 5000:

Press Transfer

Dial 4050

When system answers: 5000#Transfer

Corporate Directory – To Use



- Press Directory
- Press Select Soft Key
- Enter 1st letter of last name
- Press Search
- Scroll to name and press Dial

Personal Directory – To Program

- Press Directory
- Scroll to Personal Directory and Select
- Press Add
- Enter name to program and press Next
- Enter 9 + number to program and press Done

Personal Directory – To Use

- Press Directory
- Scroll to Personal Directory and Select
- Scroll Down to correct entry
- Press Dial

SPEAKERPHONE – Press to Activate Handsfree

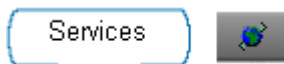


MUTE



Press to listen to the caller without transmitting.
Mutes your mic, so they can't hear you.
The LED flashes when MUTE is in use.
The Mute keys applies to the handset, headset,
and Handsfree microphones.

To Customize Your Phone



- Press Services
- Press Select for Telephone Options
- Scroll to Option to change and press Select
- Use soft keys to make changes to:
 - Volume
 - Screen Contrast
 - Call Log Options
 - Ring Type
 - Key Labels
- Press Quit to end session

Virtual Office Login

- Press Services
- Scroll to Virtual Office Login
- Press Select
- Enter User ID (Extension you wish to switch to)
- Enter Password (default - 1234)

Virtual Office Logout

- Press Services
- Scroll to Virtual Office Logout
- Press Select
- Phone returns to original extension