




## PHONE SYSTEM USER GUIDE

### MAKING OUTBOUND CALLS

**Desktop phones:** To make outbound calls simply **key in the “area code & phone number”** - then hit **“DIAL / SEND”** on the desk phone (shown on the phone screen, above the related button).

You can also enter the area code & phone number and then hit the  **GREEN** handset button on the bottom of the phone under the volume +up/-down button. The phone system will automatically dial out.

**NOTE:** With our VoIP Telephone Line service, you “do **not** need to dial 1” for long distance.


### TRANSFERRING CALLS - To other Extensions

**Desktop phones:** While in active calls in progress, you will notice the bottom Screen Buttons change status.

While in an **ACTIVE CALL** - to transfer a party to another extension - simply click the **TRANSFER button**. Then you can either **press the LED button on the side of the screen** (on equipped phones) or **dial in the actual extension number** you want to transfer the party to. Once the transfer is in progress, you can simply hang up the phone.

### VOICE MAIL SYSTEM

#### CHECKING VOICE MAIL

**Desktop phones:** To check the voice mail in the - press the  **Envelope key** (located on the ICON buttons, depending on model of phone). Enter the password (default noted at the top of this sheet). We recommend changing the DEFAULT voice mail password we have set-up right away. A minimum of four (4) digits is required for passwords. You can then follow the system audio prompts to save/delete/forward, etc. voice mail recordings.

#### CHANGING VOICE MAIL BOX GREETING / RECORDINGS AND NAME FOR THE DIRECTORY

To access the Voice mail Greeting Recordings - once logged in via the above method - press 0 to access the mailbox greeting settings.

You can follow the prompts in the system to re-record your site’s personal voice mail greetings for each active extension using voice mail.

We suggest recording all voice message prompts, including: **Unavailable, Busy, and Name (for Directory if set-up)** - certain features set-up on your extension will play depending on events and user “status” you have enabled on your extension.

**VMAIL MENU SYSTEM** - once logged into your individual Voice Mail there are several layers, as outlined on the following reverse side of this page.

**IMPORTANT HINT - IN CALL FUNCTIONS:** User functions will change when the phone is idle or in an active call. Please review the bottom auto-changing screen buttons - when in different call/idle states. Those four buttons house the main controls you will use on a regular basis.

Main Menu	Sub Menu 1	Sub Menu 2	
<b>1 – New messages</b>	3 - Advanced options	1 - Send a reply	
		2 - Call the person who sent this message	
		3 - Hear the message envelop	
		4 - Leave a message	
	6 - Next Message	* - Return to the main menu	
	5 - Repeat the current message		
	7 - Delete this message		
	8 - Forward the message to another user		
	9 - Save		
	* - Help		
# - Exit			
<b>2 Change folders</b>	0 - New messages		
	1 - Old messages		
	2 - Work messages		
	3 - Family messages		
	4 - Friend messages		
	# - Cancel		
<b>3 – Advanced options</b>	1 - Send a reply		
	2 - Call the person who sent this message		
	3 - Hear the message envelop		
	4 - Leave a message		
	* - Return to the main menu		
<b>0 – Mailbox options</b>	1 - Record your unavailable message	1 - Accept this recording	
		2 - Listen to it	
		3 - Re-record your message	
	2 - Record your busy message	1 - Accept this recording	
		2 - Listen to it	
		3 - Re-record your message	
	3 - Record your directory name	1 - Accept this recording	
		2 - Listen to it	
		3 - Re-record your message	
	Do not use, over-rides the unavailable message.	<del>4 - Record temporary greeting</del>	1 - Accept this recording
			2 - Listen to it
			3 - Re-record your message
		5 - Change your password	
	* - Return to the main menu		