

HOW TO ANSWER A CALL:

To answer a call that is ringing on your phone:

Lift the handset to answer or to answer "Hands Free" Press the button marked "SPEAKER".

HOW TO GET AN OUTSIDE LINE:

Press one of the buttons marked "LINE" or dial 9.

HOW TO CHANGE YOUR RING TONE:

To change your ring tone,

1. Press the "TRANS/PGM" button.
2. Press 1 for "Ring/New Keypad".
3. Press 2 to change your incoming ringing tone, or press 1 to change the station-to-station ring tone.
4. Choose a ring tone (01 through 15). Dial 01 through 15 to review the different tones.
5. When you reach the preferred tone, press "HOLD/SAVE".

HOW TO CHANGE YOUR ANSWER MODE (Hands-free, Tone, or Privacy):

To change your answer mode,

1. Press the "TRANS/PGM" button.
2. Press 1 for "Ring/New Keypad".
3. Press 3 for "ANSWER MODE".
4. Press 1 for Hands-free (automatic speakerphone), 2 for Tone (phone will ring), or 3 for Privacy (caller can announce hands-free, but your microphone is muted so the caller can't hear anything in the room).

HOW TO PUT A CALL ON HOLD:

To put a call on hold:

1. Press the button marked "HOLD/SAVE" once.

To put a call on Exclusive Hold:

1. Press the button marked "HOLD/SAVE" twice
 - a. Exclusive hold means that you must retrieve the call from the station that you put it on hold from.

HOW TO PICKUP A CALL THAT IS ON HOLD:

To pick up a call that is on hold

1. Press the flashing "LINE" button on your phone.

HOW TO TRANSFER A CALL:

To Transfer a call:

1. Press the button marked "TRANS/PGM" (this automatically puts the caller on hold)
2. Dial the extension of the party you wish to transfer the call to.
3. At this point you can either:
 - a. Stay on the line, and announce the caller to the extension when they answer. The caller is automatically transferred when you hang up.
 - b. Hang Up, The caller is automatically transferred when you hang up.
4. If the person you are trying to transfer the caller to is not there or cannot take the caller press the button marked "TRANS/PGM" to bring the caller back to you.

To Transfer a call to Voice mail:

1. Answer the call and press the "TRANS/PGM" button then press the "CALL BACK" button.
2. Enter the extension of the voice mail box to transfer the caller to or press the preprogrammed Flex Button for that extension.
3. Hang up.

To Transfer the caller to an outside number:

1. Answer the call and press the button marked "TRANS/PGM"
2. Press a "LINE" button
3. Dial the phone number of the person you want to transfer the caller to.
4. Wait for the person you are calling to answer then follow the normal transfer procedure.
5. If the person you are trying to transfer the call to is not there or cannot take the call press the button marked "TRANS/PGM" to get the caller back on the line.
6. Hang up to complete the transfer.
 - a. **(WARNING:** This process will tie up 2 phone lines the line that the caller called in on and the line that you are using to transfer the caller back out on. The lines will be released at the end of the transferred call.

HOW TO CHECK CALLER ID:

To Check Caller ID

1. Press the CALL LOG or LOG key on your phone. Depending on your phone model and system software, it may be a key under the LCD display.
2. Use the Volume Up and Volume Down keys to navigate through the Caller ID entries.
3. You may use the DETAIL key under the LCD display to toggle between name and number information.

HOW TO MAKE A CONFERENCE CALL:

To make a conference call

1. With the first party on the line (External Call or Internal Extension)
2. Press the button marked "CONF" in the display or press the button marked "CONF" one time. You will hear intercom dial tone.
3. Now dial the extension of the second party or follow normal dial out procedures, and dial the number of the second party.
4. Once the second party is on the line you can now either repeat step 2 to add additional parties to the conference, or Press the button marked "CONF" twice more to join all parties together.
5. All parties will hear a long tone and then be joined together.

HOW TO MAKE A CONFERENCE CALL FROM A CONFERENCE PHONE (Polycom or V-Tech):

To make a conference call

1. Establish the first call (External Call or Internal Extension).
2. Press the FLASH key one time. You will hear intercom dial tone.
3. Now dial 9 and the number of the second party.
4. Once the second party is on the line you can now either repeat step 2 to add an additional party to the conference, or press the Flash key twice within 2 seconds to join all parties together.
5. All parties will hear a long tone and then be joined together.

HOW TO PARK A CALL:

To park a call

1. Answer the call
2. Press the "TRANS/PGM" button
3. Then dial the park location "#601 - #699"
4. Or press the preprogrammed Park buttons

HOW TO PICKUP A PARKED CALL:

To retrieve a parked call

1. Lift the handset and dial "#601 - #699" or press the Park Location "#601 - #699"

HOW TO ADJUST THE VOLUME:

To adjust the volume:

1. As the function is happening (ex. As it is ringing, as you are talking to the person, as the page is being made...etc.) Depress the key marked "VOLUME" on the left side to turn it down or on the right side to turn it up.

HOW TO CHECK YOUR VOICE MAIL:

To check your voice mail:

1. If you have a voice mail message your "CALL BACK" button light will be lit,
2. Lift your handset and press the button marked "CALL BACK"
3. The system will ask you for your password which is "0000" by default.
4. See your Voice mail Guide for further information. (page 6 of this guide)

HOW TO PROGRAM A SPEED BIN:

To program a speed bin:

1. Press: the button marked "DIR" in the Display
2. Press the button marked "SPEED" in the Display
3. Press "Add" in the Display
4. Enter in:
 - a. 000-099 (This is the range of Station Speed Bin Numbers)
5. Enter in group number "901" or Press your "LINE" button
6. Then dial your phone number. (ex. 9238000 or 16149238000)
7. Press the button marked "HOLD/SAVE" to save the number.
8. Enter in name for the speed bin:
 - a. Type in your name **up to 7 characters** by pressing the dial pad key (2-9) that has the letter that you want, then keep pressing that button till the letter you want shows in the display
9. Press "HOLD/SAVE" and you will hear a Confirmation tone.

HOW TO USE A SPEED BIN:

1. To use a speed bin just press "DIR" and select option 1 for "Private Directory"
2. Select the speed dial by name by either scrolling down through the directory or start typing in the first few letters for example:
 - a. "Greg" would be 4734
3. Press the "HOLD/SAVE" button to dial the number or press "SEND" in the Display. The phone will automatically dial the number

HOW TO PROGRAM A SPEED BIN ON TO A BUTTON:

(SPEED BIN MUST BE CREATED FIRST (SEE "HOW TO PROGRAM A SPEED BIN"))

To program a SPEED BIN to a button for one touch dial:

1. Press: the button marked "TRANS/PGM"
2. Press the desired Flexible Programming Button that you wish to put the Speed Bin on.
3. Press the button marked "SPD/DEL" in the display.
4. Type in the Bin number that you want on that button (ex. 000, 001, 002...etc.)
5. Press "HOLD/SAVE" to save.

HOW TO PROGRAM AN EXTENSION ON TO A BUTTON:

To program an Extension to a button for one touch dial

1. Press: the button marked "TRANS/PGM"
2. Press the desired Flexible Programming Button that you wish to put the extension on.
3. Type in the extension number that you want on that button (ex. 5102, 5103, 5104, 5105... etc.)
4. Press "HOLD/SAVE" to save.

HOW TO FORWARD YOUR PHONE:

To forward your desk phone to another extension

1. Dial *554 or lift the handset and press the button marked "FWD" in the Display.
 - a. To forward all calls press '1'
 - b. To forward all calls when there is no answer press '3'
 - c. To forward all calls when you are busy press '2'
 - d. To forward all calls when busy or not answer press '4'
 - e. To forward all calls to an external number press '0'
2. Dial the extension you wish to forward your phone to.
3. You will hear a Confirmation Tone.

To forward your desk phone to a cell phone:

1. **Program a station speed bin with an outside number where you can be reached. (See "HOW TO PROGRAM A SPEED BIN")**
2. Dial *554 or lift the handset and press the button marked "FWD" in the Display.
3. Press the desired forward option listed above.
4. Press the button marked "SPD/DEL"
5. Type in the Bin number that contains the phone number where you can be reached. (ex. 000, 001, 002, 003...etc.)
6. Press the "HOLD/SAVE" button You will hear a Confirmation Tone.

To forward you desk phone directly to Voice Mail:

1. Dial *554 or lift the handset and press the button marked "FWD" in the Display.
2. Press '1'
3. Dial '*620'

To remove call forwarding:

1. Dial *554 or lift the handset and press the button marked "FWD" in the Display ""#"

HOW TO PLACE AN ALL CALL PAGE:

1. Dial *549 on your phone.

HOW TO REDIAL THE LAST NUMBER:

To redial the Last Number Dialed:

1. Press the button marked "REDIAL" if you do not have a button marked "REDIAL" Dial *552.

HOW TO CHANGE THE SYSTEM MODE:

To change system mode:

1. From the operator extension, press DND (or DND/FWD) and choose from the following:
 - a) 1 = Day Mode
 - b) 2 = Night Mode
 - c) 3 = Timed Mode
 - d) 4 = Auto Ring Mode (this follows any automatic scheduling configured in the system).

VOICE MAIL GUIDE

SETTING UP YOUR VOICE MAIL:

To setup your Voice Mailbox:

1. Lift your handset and press the button marked "CALL BACK"
2. The Voice Mail System will ask you for your password which is "0000" by default
3. The Voice Mail System will then prompt you to setup your mailbox. Please listen to the Instructions it will give you. The Voice Mail System will ask you to Press 1 to get started
4. It will then prompt you to record **YOUR NAME** (ex. Greg Smith) press "#" when done recording, and Press "#" to confirm or "*" to go back and rerecord.
5. It will then prompt you to record your GREETING press "#" key when done recording, and Press "#" to confirm or "*" to go back and rerecord. (ex. You have reached Greg Smith, I am sorry but I am out of the office at this time. Please leave a message after the tone.)
6. It will then prompt you to change your password, Enter a 4 digit number that you will remember then Press "#" to confirm or "*" to go back and reenter.

QUICK KEYS FOR VOICE MAIL:

- To listen to your messages press 1
- While Listening to a message:
 - i. To delete a message press 3# at any time
 - ii. To rewind 5 seconds press 7 while listening to a message
 - iii. To Fast Forward 5 seconds press 8 while listening to a message
 - iv. To skip a message press 63 while listening
- After Listening to the message:
 - i. To get time and date stamp press 8
 - ii. To save press 2
 - iii. To delete a message press 3# at any time
 - iv. To Forward press 4
 - v. To forward with preamble press 44
- To record a message press 2
- Personal Options press 8
 - i. Press 11 to edit main greeting
 - ii. Press 12 to edit temporary greeting
 - iii. Press 2 to change password
 - iv. Press 3 to change your name