Quick User Guide

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, headset, or speaker.

> **To dial off-hook**

1. Pick up the handset, headset, or speaker.
2. Dial the phone number.

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.

Voicemail

There are three ways to access your voicemail

1. From your Phone
   Press the messages button or dial 5000 then your extension and follow the prompts

2. From an outside Phone
   Dial your DID (your direct number) and press star and follow the prompts

3. From the portal
   Access the messages tab

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**

3. Press Park1 or Park2
4. Hang up.

To retrieve the parked call, pick up the handset Press Park1 or Park2

Accessing the Portal

➢ **To access the web portal**

Start a web browser.

Go to Web Portal: (portal.elaranow.com)

At the login page

- Click in the **Login** name field and type ext@*customerdomain.com*, where *customerdomain.com* typically is the same as your email address domain.

- Click in the **Password** field and enter your user password.

Attended Transfer

Attended transfer allows you to speak to the transfer recipient prior to completing the transfer while the caller is on hold.

➢ **To perform an attended transfer using Polycom and Yealink phones**

5. Press the **Transfer** key/softkey on your phone.

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

7. Speak to the recipient, and then either press **Transfer** again to complete or cancel if the recipient cannot take the call.

Blind Transfer

Blind transfer goes straight to the recipient.

➢ **To blind transfer using Polycom phones with older firmware**

8. Press **Transfer**.

9. Press the **Blind** softkey. (if there is no Blind softkey see directions for new firmware)

10. Enter the extension of the recipient or the recipient's BLF.

➢ **To blind transfer using Polycom phones with newer firmware**

11. Press and hold the **Transfer button**.

12. Select Blind from the on screen menu

13. Enter the extension of the recipient or the recipient's BLF.

➢ **To blind transfer using Yealink phones**

14. Press **Transfer**.

15. Dial the extension of the recipient

16. Press Transfer.

Transfers to External Numbers

A transfer can also go to an external number such as a cell phone. Follow the transfer directions 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 perform a voicemail transfer**

– Perform a blind transfer with a 7 prefix before the extension. For extension 111's voicemail, for example, blind transfer to 7111.