Assigning Extensions/Features to a Key

- Leave the handset in the cradle and dial 397.
- Press the key you want to assign.
- Enter the extension or feature code.
- Keys may be reprogrammed at any time.

NOTE: Dial 396 and press the key(s) to review how they are assigned.

Queue Another Extension

- If you get a busy signal or DND when you call another extension, press the ∞ then 6 and hang up.
- When the extension is available, your phone will ring and the display will indicate that the extension is now available. Pick up the handset and it will ring the other extension.

Using Message Lights

- If the MSG key is flashing, press it and if the display reads MSG:........, press the # key to return a call to another extension. This is NOT a voicemail message.
- To request a return call from another extension, dial the extension and press the MSG key. When the person returns and they press the MSG key and # it will ring your extension.
- If your MSG is lit and you do not wish to return a call to the displayed person, press the * key to delete the light.

Station Speed Dial

- With handset in cradle, dial 383
- Select a Speed Dial Bin (0-9)
- Enter the name, by typing on the dial pad. Use the FWD key to move the cursor forward or the MUTE key to backspace, then press # once the name is entered.
- Dial 8 + the phone number you want to store and then press #.

To use a Station Speed Dial

- Press the STN SPD button
- Select the Speed Dial Bin (0-9)
- The name and number will be displayed, if correct press # to call.

System Speed Dial

- Press the SYS SPDL button
- Select the 3 digit number or use the search feature
- The name and number will be displayed, if correct press # to call.

VOICEMAIL FUNCTIONS

For all voicemail functions, the # key is accept or move forward a level, the * key cancels and action of moves back a level.

Initializing your Mailbox

- Dial 279 OR press the VOICEMAIL key on your telephone.
- Press the * key, the system will not prompt you to do this.
- Enter your mailbox number (extension number if you have a phone).
- Enter your password (it's your mailbox number or the # key initially).
- Press the # key.
- You will be prompted to change your password. It may be up to 12 digits in length. Enter the new password and press #.
- It will repeat the password to you, if it's correct press #.
- Then you will be prompted to say your name for the directory. This is just your name not a greeting.
- After the tone record your name and press #.
- Press 1 to listen to it, press 2 to append it, or 3 to re-record your name.
- If it is acceptable, press #.
- Once these steps are complete, the mailbox is initialized.

Changing Your Greeting

- Dial 279 OR press the VOICEMAIL key on your telephone.
- Press the * key, the system will not prompt you to do this.
- Enter your mailbox number (extension number if you have a phone).
- Enter your password (whatever you made it when initializing it).
- Press the # key.
- Press 4 for Personal Options.
- Press 1 to change your personal greeting.
- Press 1 to change your primary greeting or press 2 to change your alternate greeting.
- After the tone, record your greeting, when finished, press #.
- Press 1 to listen to it, press 2 to append it, or 3 to re-record your greeting.
- If it is acceptable, press # again to save the greeting.
- To switch to the alternate greeting, listen to it and press # to save it.

Record/Leave A Message in a Mailbox

- Dial 279 OR press the VOICEMAIL key on your telephone.
- Enter the mailbox number.
- The person's name will be played. If it is the correct mailbox press #.
- To skip the person's greeting press # and record your message after the tone. When finished press # or hang up.
- If the telephone extension associated with that mailbox is not in DND, it will ring 4 times before forwarding to that mailbox.

- If you don't want to wait for the telephone to ring 4 times before forwarding to voicemail, enter as a subscriber as follows:
- Dial 279 OR press the VOICEMAIL key on your telephone.
- Press the * key, the system will not prompt you to do this.
- Enter your mailbox number (extension number if you have a phone).
- Enter your password (whatever you made it when initializing it).
- Press the # key.
- Press 2 to record a message.
- Enter the mailbox number.
- The person's name will be played. If it is the correct mailbox press #.
- To skip the person's greeting press # and record your message after the tone. When finished press # or hang up.

Listening to Voicemail Messages

- If the MSG key is flashing, press it and the # key. You will be prompted to enter your password. Enter the password.
- Press #.
- Press 1 to listen to new messages.

OR

- Dial 279 OR press the VOICEMAIL key on your telephone.
- Press the * key, the system will not prompt you to do this.
- Enter your mailbox number (extension number if you have a phone).
- Enter your password (whatever you made it when initializing it).
- Press the # key.
- Press 1 to listen to new messages or press 3 to listen to saved messages.

The following items are available during a message only, these are not prompted:

- Press # to skip to the end of the message.
- Press 1 to backup 3 seconds at a time.
- Press 2 to pause the message, and press 2 again to resume.
- Press 3 to fast forward 3 seconds at a time.
- Press 4 to lower the volume.
- Press 5 to play the message envelope again.

Forwarding Calls to Another Extension/Outside Number

- Press the FWD key. (Press all on the screen if using an executive style keyset)
- Enter the extension number to forward to or press OUTGOING if forwarding to an outside number followed by the telephone number.
- Press the SPKR key to accept (red light should go out).
- To cancel call forwarding, press the FWD key and the SPKR key (on the executive style press the FWD key and then FWD OFF on the display).

Recording a Call

- Press the RECORD key or dial ∞ 385 during a call. The call will be recorded to the user's mailbox.

Do Not Disturb

- Press the DND key then the SPKR key for the basic function.
- If a message is desired on the keyset, after pressing DND, scroll through the messages using the VOLUME key until the desired message is displayed.
- Press the lit SPKR key to accept the displayed message.
- If a time and/or date needs to be entered, enter the appropriate time/date using the * key for: and the # key for a – to be displayed.
- To turn off DND, simply press the DND key.

Conference Calls

Up to 4 parties may be connected on a conference call. Two outside only, not three as the third outside party would have a clipped conversation.

- While on a call (internal or external) press the CNF key.
- Place the next call (internal or external) press the CNF key.
- Press CNF twice to connect yourself to the other parties.

NOTE: Always press CNF once between calls, and twice to connect all parties. (On executive phone, press CONNECT TO CNF instead of pressing CNF twice).

Reminder Messages

Use this feature like an alarm clock however, must be set every day.

- Leave the handset in the cradle and dial 305.
- Select the "message" desired using the volume key to scroll.
- Press # to ACCEPT the message
- Enter the time for the alarm to sound and press #
- To cancel a reminder dial 306 with the handset down.
- To clear a received reminder press #.

Transfering Calls

Transfer a Call to Another Extension
- While on the call, press the TRANSFER key.
- Dial the extension where the call is to be transferred.
- If you stay on the line, you can announce the call, then hangup.
- If you don't need to announce the call, hangup after entering the extension number.

Transfer a Call to Hold on Another Extension
- While on the call, press the TRANSFER key.
- Dial the extension where the call is to be transferred and press HOLD.
- Call will recall to the transferred extension if it is not answered and forward to voicemail.

Transfer a Call to Voicemail
- While on a call, press the VOICEMAIL key (or dial 279), enter the mailbox number and hangup.

Transferring A Call To An Outside Number
- While on the call, press TRANSFER.
- Press OUTGOING and dial the desired telephone number.
- Wait for an answer, announce the call and then hang up to complete the transfer.
- If the number is busy, there is no answer, return to the caller by pressing the flashing key or the TRANSFER key twice.

Miscellaneous Items

Adjust Volume
- While handset is in the cradle (for ring volume), handset lifted (for handset volume) or with SPKR key lit (for speaker volume), press the VOLUME bar on the left side to decrease or on the right side to increase volume.
- When volume is acceptable press in the middle of the bar to save it.
- Volume may be adjusted during a conversation as necessary.

Change the Ring Tone
- While the handset is in the cradle, dial 398.
- Press the VOLUME bar on the left or right side to scroll through the 10 different tones.
- Once a desired tone is found, press in the middle of the VOLUME bar to save it.
- The tone may be changed any time and as often as desired.
-

- Press 6 to raise the volume.
- Press 7 to save the message
- Press 9 to delete the message.

The following options are prompted after every message:
- Press 1 to replay the message in its entirety.
- Press 2 to reply to the message.
- Press 3 to forward a copy of the message to another mailbox.
- Press 4 to play the previous message.
- Press 5 to play the message envelope again.
- Press 6 to play the next message.
- Press 7 to save the message
- Press 9 to delete the message.

Recovering Deleted Messages
- Dial 279 OR press the VOICEMAIL key on your telephone.
- Press the * key, the system will not prompt you to do this.
- Enter your mailbox number (extension number if you have a phone).
- Enter your password (whatever you made it when initializing it).
- Press the # key.
- Press 5 for Message Options.
- Press 2 to RECOVER deleted messages (within 24 hours)
- Press 1 to listen to deleted messages.
- Messages may be saved after listen by pressing 7.

Mailbox Features
- Dial 279 OR press the VOICEMAIL key on your telephone.
- Press the * key, the system will not prompt you to do this.
- Enter your mailbox number (extension number if you have a phone).
- Enter your password (whatever you made it when initializing it).
- Press the # key.
- Press 4 for Personal Options.
- Press 2 to change your Directory Name.
- Press 3 to change your password.
- Press 4 to change your message envelope options.
- Press 5 to change remote messaging (only necessary if calling a pager).
- Press 9 for more options to change the message search order.

NOTES:

TELEPHONE FUNCTIONS

Place/Answer/Hold Calls

Call Another Extension
- Lift the handset (or not, for hands free) and dial the extension number.

Make An Outside Call
- Lift the handset (or not, for hands free) and press the OUTGOING key and dial the number.
- If you misdial, DON'T hang up, use the MUTE key to backup and correct the number.

Answering Calls
- When your telephone is ringing, pick up the handset for a private conversation OR press the ANSWER key for hands free.
- If a call is holding, lift the handset and press the ANSWER key or press the lit CALL key.
- If your handset is off hook when a call rings, press the ANSWER key to get to the caller instead of hanging up and picking up again.

Answer a Call Holding or Ringing on Another Extension
- Go to any telephone on the system, lift the handset and dial 4 and the extension number where the call is holding/ringing.

To Make an Emergency Call (911)
- Simply dial 911; it is not necessary to press the OUTGOING key.

Call Waiting
- If you hear a "call waiting" tone through your handset and/or see the display, end your current call or place it on hold. Then press ANSWER.

Redialing a Busy Number
- Press REDIAL. A line is selected automatically and the number is dialed. It is not necessary to press OUTGOING first.

Placing or Retrieving a Holding Call
- To place a call on hold, press the HOLD key.
- To retrieve the call, press ANSWER or the flashing CALL key.

Paging through the keysets
- Lift the handset and press the PAGE key or dial 7.
- Dial the desired zone (0-9) and make the page.