



VoiP Quick Start Guide

Making a call: Lift handset or press Speakerphone or Headset button. Dial 10-digit number.

No need to dial 9 or 1 or pick a line

Ending a call: Hang up the handset or press Speakerphone button or press EndCall button

Redial: Press the Redial button to bring up a list of called numbers. Press the up or down arrows to select.

Instant Redial: Press button twice to instantly redial the last number dialed.

Hold: Hold is personal and does not allow the line to be picked up by anyone else. Simply press Hold to put the call on hold and press the same Hold button to pick it back up again.

Park: Park is public and does allow others to pick up the line. Simply press Park to park the caller. Press the same Park button to pick the call back up again.

Intercom: Press the Intercom Button, or Dial *50, + Speed Dial Button or Dial # of the extension you wish to intercom with.

Attended Transfer: This allows you to speak to the person you are transferring to before releasing the call to them. Press Transfer + Speed Dial Button or Dial # of the extension of where you want to transfer the call to. After you've spoken to the party your are transferring to, Press Transfer again to complete the process & release the call to them. Example: Transfer + 100, (Talking), Transfer

Blind Transfer: Press Transfer + Speed Dial Button or Dial # of the extension of where you want to transfer the call to. Press Transfer again to complete the process. Example: Transfer + 100 + Transfer

Transfer Directly to VoiceMail: Press Transfer and dial 7 + the extension of where you want to transfer the call. The 7 before the extension is what triggers a voicemail only action. Press Transfer again to complete the transfer. Example: Transfer + 7 "100" + Transfer

Conference: During an active call press Conf. The call is placed on hold. Enter the number or extension of the second party and press Send. When they answer press Conf again to join the callers together. Press EndCall to end the Call.

Checking Voicemail Remotely: Dial into the main number and while in the auto attendant press *. Enter your extension number and password.

DND Button: Stands for Do Not Disturb. Hitting this button will silence your ringer and send all calls directly to voice mail. It has a red circle in the top right when turned on. **This Currently does not affect Que calls, only direct calls.*

Volume: Use the volume buttons while performing the action you want to increase/decrease volume. If you're on call, this adjusts call volume. If not, this adjusts ringer volume.



Setting Up Voicemail on My New Phone

1. Press the message button on the phone. If prompted, type in your temporary password (8367) and press the # key.
2. Record your name and press the # key.
3. Record your message and press the # key.
4. Change your voicemail password (look below for steps)

Changing voicemail password:

1. Press message button
2. Type in your existing password and press the # key
3. Choose option 5
4. Follow prompts to change password

Changing voicemail name:

1. Press message button
2. Type in your existing password and press the # key
3. Choose option 5
4. Follow prompts to record your new name

Changing your greeting:

1. Press message button
2. Type in your existing password and press the # key
3. Choose option 6
4. Follow prompts to record your new greeting