


Using Your Telephone

Calls:

Make A Call:

Telephone idle, dial the desired number then lift the handset... your call is placed. **OR**, Pick up the handset. Dial the number. Press the "Send" soft key.

Make a hands-free call (speakerphone):

Telephone idle, dial the desired number then press the # or Send Key... your call is placed. **OR**, Press the  Speaker button. Dial the number. Press the "Send" soft key or #.

To hang up:

Press the "End Call" soft key or hang up the receiver.

To place a call on Exclusive Hold:

Press the "Hold"  button or Hold softkey.



To retrieve a call from Hold:

Press the flashing green button (on your telephone only).

To transfer a call to an Extension (Blind Transfer)

Press transfer button or the transfer softkey
Dial extension number Press b-trans softkey or the transfer button, Hang up.

To transfer a call to an Extension (Screened Transfer):

Press transfer button or the transfer softkey
Dial extension- Press the Send softkey or #
When dialed number answers announce the call.
Press the transfer softkey or the transfer button.
If the extension doesn't answer or doesn't want to talk at this time.  Press the softkey (this soft key changes from Swap to Resume when the dialed extension hangs up) you can press the  softkey to return to the caller.

To transfer a call to Voicemail

Press the "Transfer" key. Press the * Key. Dial extension number--Press the "B-Trans" Soft Key, then hang up.
If using a BLF key, Press the "Transfer" key. Press the * Key, Press the appropriate BLF key then press transfer key or hang up.

To transfer a call to Park:

Press the "Park" key & listen. You will hear the park number (701,702, or 703). The red light next to the park number will light.

To retrieve a call from Park:

Press the lit Park key for 701,702 or 703.
Or dial 701,702,703 ect then #

Conference - Three Party (you + 2)

While on the first call Press the "Conference" key. Make the 2nd call. Press "Conference" key again, to join all parties.

Conference Room (for large conference calls)

Use Conference Room; callers can be transferred into the conference room by anyone or they can call into the conference room directly from the outside by dialing _____. The conference room can be accessed by dialing 901 from the inside. The PIN number to enter the conference is _____

DND Softkey

This is "Do Not Disturb". When active, all calls to your telephone will go directly to your voicemail.

History Softkey

Press the History key then use your Navigation keys to highlight a Call Press the Send Softkey to Dial that number or extension. Or press Option key to get Details of call, add to contacts list, add to Blacklist or to Delete call.

Redial

Press the "Redial" Button to call the last number that you dialed. Press Send

Record Call (Manual Recording)

While on active call press * #
Press *# again to stop recording
A button can be programmed to do this.
(caller doesn't hear tones)

Calling using system speed dials

Dial the speed dial directory number 00-98
Then press the send or # key.

Pickup another ringing station

Pick up ringing station within your pickup group.
Press call pickup button if no button programmed dial 99 + #,
To do a directed call pickup dial 99+EXT+#
To pickup a ringing group call must dial 99 + #

Call Forwarding (PBX Controlled)

Use your "Smart Personal Console" web interface when possible, this will allow you to visually see your forwarding information.

Call forward code commands

*90# Disable Call Forward

*91# Enable Call Forward

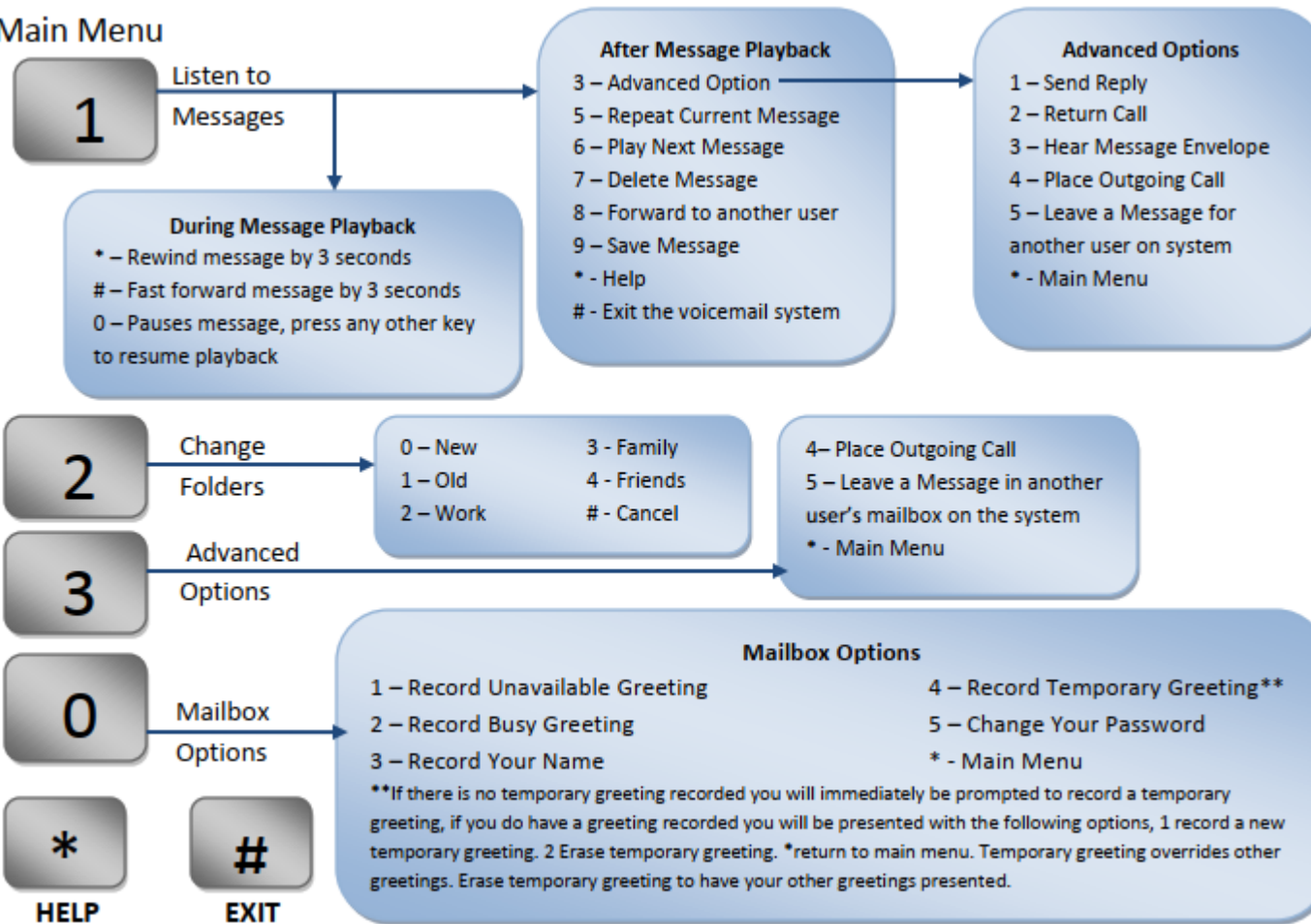
*92# Enable new telephone or EXT number.

Using a programmed Call Forward Button or *92, the system prompts you for a telephone number, enter number then wait, system prompts if enabled or disabled and gives option to dial 1 to toggle.


Call Forwarding (Phone Controlled)

Use this forwarding with caution, if you are part of a call group, this will forward all calls originating from a call group also. Press menu – Features – Call Forward, set information and forward status.

Main Menu



To Access Voicemail locally:

Press the Mail button  enter your password when requested by the system. or dial 923 to access your mailbox from your phone. Dial 924 to access your mailbox from another phone

To access voicemail from remote:

Method 2: Auto Attendant
Call in to the auto attendant while the greeting is playing Dial # (voicemail gateway) enter your mailbox number then password

Method 2: Live Answer
Call in to operator and have them transfer you to your voicemail while listening to your greeting press * enter your mailbox number then password

When You first login to the voicemail it will require you to setup your mailbox password, name and greetings

To Access Voicemail

Dial	
Voicemail Gateway	
Then Dial	
Dial Password	

Lebanon Phone Center & Alarm Inc.
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