

Transferring a Voicemail

Transferring a call directly into another extension voicemail with out ringing their phone.

1. During a call press the **Trnfer** soft key
2. Press the * **extension**
3. Press the **Trnfer** soft key

IP Telephony

User Guide

How to use your new phone



713-785-4596



IP Telephony User Guide

Setting Up Voice Mailbox (first time only).

1. Press the **Messages** Button
2. Enter your Temporary Password (**12345#**) voicemail will start the setup
3. **Record your name and greeting** when prompted
4. **Enter a new password** of your choice

Retrieving Voicemail Messages

Note: Notification of a voice mail occurs when the red light on your handset is light and phone display also indicates a message

1. Lift handset and then press the **Message** button
2. Follow the voice instructions

Transferring a call

1. During the call, press the **Trnsfer** soft key (this places the call on hold)
2. Dial the **ext#** to which you want to transfer the call
3. When party answers, announce the call and press **Trnsfer** soft key
4. Hang up if party accepts the call. *(If party refuses the call, Press **resume** soft*

key to return to the original caller, repeat steps 1-3 if you need to try another extension.

Answering the Second Line

(Call Waiting) Note: *You will hear a soft beep in your ear while on your prime line and your screen will also indicate an incoming call.*

1. Press **Answer** soft key (the first line will be put on hold

Tip: to toggle between calls press scroll key

Call Forwarding all call

This feature enables you to forward all incoming calls to another number

1. Press the **CFWD** soft key (you phone will beep)
2. Press the **Message** button for Voicemail **-OR-** Enter the number you would like your phone to forward too. (enter the number exactly as if you were dialing that number)

Note: A flashing right arrow appears in the upper right corner of screen indicating calls are forwarded and the screen also display a message w/ number of where calls are forwarded

To Cancel Call Forward

Press the **CfwdAll** soft key (*You will hear two beeps*)

Conference Call

1. While on the original call press the **More** soft key
2. Press the **Confm** soft key
3. **Dial** the **number** you wish to add to conference call
4. When call connects, Press **Confm** *(If party does not answer press **EndCall** soft key)*

Repeat steps 1-4 to add up to a total of 4 people maybe add.

Checking Voice Mail

From any phone on the system

1. Press the **Message** button
2. Press ***** key when system answers
3. Enter your **ext#** followed by **#** key
4. Enter your **password** followed by **#** key

From any phone outside the system

1. Dial (936) 336 – 3582 from any phone
2. When system answers press ***** key
3. Enter your **ext number** followed by **#** Key then enter your **password**