Phone Usage
Revised 2005-04-27

Basic Telephone Info:

Conferencing a Call:
Note: You can conference up to six people (five plus yourself).
- With at least one person on the phone with you hit the CONF button.
- Dial the number of whom you'd like to add to your conference.
- At this point you can…
  - Press the CONF button to add the caller to your conference.
  - Cancel the conference function by pressing the extension button on which the call originally came in to you on.
- Repeat the above process to bring in additional people.

Transferring a Call:
- Press the transfer button on the phone.
- Dial the extension where you want to send the call to.
- At this point you can…
  - Press the Trans button again to complete the transfer.
  - Screen the call first by waiting for the extension you dialed to pick up and then either press transfer to complete or Cancel as below.
  - Cancel the transfer function by pressing the extension button on which the call originally came in to you on.

Transferring a Call Directly to Someone's Voicemail Box:
- Press the transfer button on the phone.
- Dial 4101.
- Enter the extension number followed by the #
- Press the Trans button again to complete the transfer.

Leaving a Message Directly on Someone's Voicemail Box:
- Dial 4101
- Enter the extension number followed by the #
- Wait for the "beep" or press #.
- Leave your message and hang up.

Forwarding your Phone:
Note: You may wish to temporarily redirect calls from your phone to go somewhere else.
- Press the FORWARD button on the phone.
- The phone's display will show the last number you were forwarding to.
- At this point you can…
  - Hit the FWD button and your phone will forward its calls to where ever you were send them to before.
  - Dial a new destination number for where you want your calls to go to and hit the FWD button.
- Sooner or later you'll want to cancel the forward and have calls come back to your phone. Press the FWD button.

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Voice Mail:

Logging into voice mail:
- Hit one of your extensions to get dial tone.
- Go offhook and Press the MESSAGE button *or* dial extension 4100
- You will hear "Call Pilot, mailbox?" Dial your extension followed by the # sign or…
- If you are checking messages FROM YOUR OWN extension just press #
- You will hear "Password?" Dial your password followed by the # sign.
  Your default password is 1 + your extension.
  Example: If your extension is 4567 then your password is 14567.

Recording Your Outgoing Greetings:
- Log into your voice mail box as described above.
- Dial the appropriate code for which you want to set your outgoing greeting on.
  821: External greeting. People that call you from home or other businesses will hear this message. If you do not record an external greeting, all callers will hear a default outgoing message stating you are not available and to leave a message after the tone.
  822: Internal Greeting. People that call you from an internal phone will hear this message. If you do not record an internal greeting, all callers will hear your external greeting.
  823: Temporary Greeting. If you record this message it **over rides** (not over writes) both external & internal greetings. This is usually used if you want to announce to callers that you are away for vacation or out on sick leave. Remember to delete this message when you get back to work.
  829: Personal Verification: Record your first and last name only.
- After selecting one of the above codes you will be in a "recording area." Commands you can use are:
  5 Records your message.
  # Stops recording (or playback).
  2 Plays your message back to you.
  76 Deletes your outgoing message.
- Once you've recorded your outgoing messages and played them back to make certain that they sound good, hang-up the phone.

Checking Your Messages
If you have new messages in your voice mailbox, the red light above the display of your phone will illuminate.
- Log into your voice mailbox as described above.
- If you have any new messages in your voice mailbox, the system will announce how many new messages you have. Each message you receive will be time stamped and the system will tell you the Calling Line ID of the caller (if the caller is showing it).
- At this point you can issue the following commands…
  2 Play the message.
  # Stop playback of the message.
  1 Skip back a few seconds within the message being played.
  3 Skip ahead a few seconds within the message being played.
  4 Jump back to the previous message.
  6 Jump ahead to the next message.
  76 Delete the message.
  23 Speed up message playback speed.
  21 Slow down message playback speed.