

# 1. USING YOUR DESK PHONE

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## Topics:

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- *Receiving Calls (page )*
- *Voicemail (page )*
- *Handling Calls (page )*

While there are many different models of desk phones, they largely all work the same way. In this chapter, you will learn how to use common functions of your phone.

## Making Calls

Making a call with your phone does not require a leading 9. You can dial on-hook or off-hook.

### ➤ To dial on-hook

1. Dial the phone number.
2. Pick up the handset, headset, or speaker.

### ➤ To dial off-hook

1. Pick up the handset, headset, or speaker.
2. Dial the phone number.

Calls to the US and Canada are all dialed using 10 or 11 digits. Local calls can be dialed using 7 digits.

## Making International Calls

### ➤ To dial an international call

1. Dial the international call code 011.
2. Dial the country code.
3. Dial the local number.

International calling is disallowed to prevent toll fraud. Please contact tech support to enable international calling.

## Extension Dialing

Extensions on your system can be dialed using their 3-to-4 digit extension or by pressing the button on your phone corresponding to the desired extension.

## Intercom

VoIP phones provide an intercom feature that allows you to instantly connect to other phones within your office. Intercom functionality is ideal for announcing visitors or asking a quick question.

When one phone intercoms another extension, it does not ring the other phone. Instead, the other phone will beep, and then its microphone and speaker turn on.

### ➤ To intercom

1. Dial 08ext. For example, to intercom extension 100, dial **08100**.

## Receiving Calls

When a call comes in, you can answer it via a headset, speakerphone, or handset.

### ➤ To answer a call using a handset

- Lift the handset off-hook.

### ➤ To answer a call using a speakerphone

- Press the **Speaker** button.

### ➤ To answer a call using a headset

- Usage depends on how the headset is connected. Often, you'll press the button on the headset or press the headset button on the phone.

## Voicemail

### Accessing Voicemail

#### ➤ To access voicemail

1. Press the **Messages** button on your phone to access your voicemail box, or dial \*97 if you can not identify the voicemail button.

2. If you subscribe to multiple mailboxes, a list of mailboxes may appear. Select the mail box you want to access.
3. When prompted, enter your voicemail pin, and then press **#**.

➤ **To access another person's mailbox**

1. Dial **\*98**.
2. When prompted, enter the other person's extension number.
3. Enter the voicemail PIN of the other person's mailbox, followed by **#**.

## Setting Up Your Mailbox

The first time you log in to your mailbox you are walked through recording your name for the directory and recording your personal greeting.

The name recording is for the dial-by-name directory, so when someone enters the first three letters of your last name, it will play back your name recording.

The greeting plays when your mailbox is reached. It is very important to make a custom message, as many callers will not leave messages at mailboxes that have generic greetings.

## Alternate Greetings

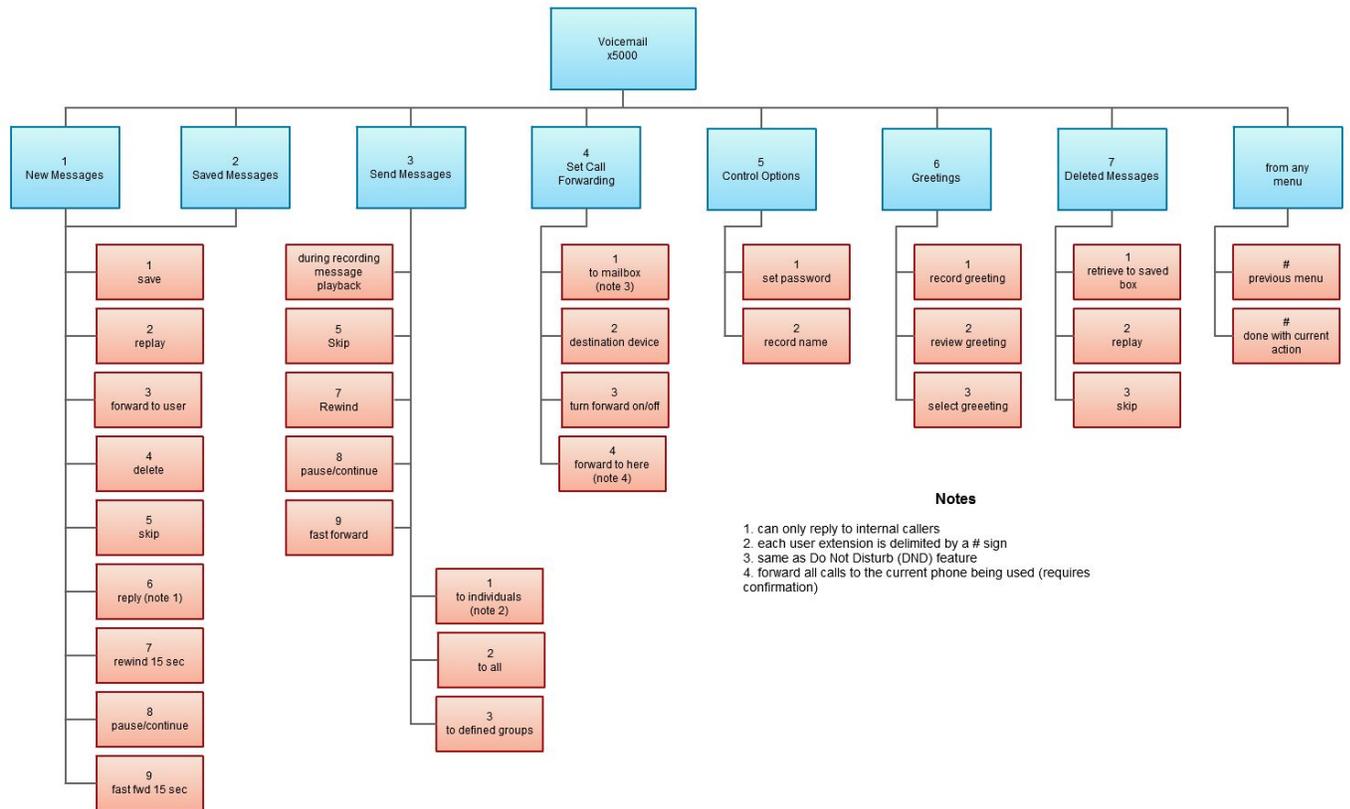
Your mailbox supports multiple greetings for different scenarios like business trips and holidays.

➤ **To record an alternate greeting**

1. From your mailbox, press **6** for greetings, and then press **1** to record an alternate greeting.
2. When prompted for the greeting number press **2** for your next alternate greeting (1 is your default greeting).
3. After your recording is completed, select the active greeting by selecting option **3** in the greetings menu.

## Voicemail Tree

Below you'll find a voicemail tree showing what to dial for each option in your mailbox.



## Handling Calls

Your cloud PBX features various ways to move calls around, including attended transfer, unattended (blind) transfer, voicemail transfer, park, and more. In this section, references to BLFs are the 1-touch buttons to extensions common at front-desk phones.

### Transfers to External Numbers

A transfer can also go to an external number such as a cell phone. Follow the transfer directions for your phone instead of dialing an extension, dial a 10 digit phone number.

### Voicemail Transfer

Voicemail transfer goes straight to the recipient's voicemail box without ringing the recipient's phone.

### To perform a voicemail transfer

- Perform a blind transfer with a 03 prefix before the extension. For extension 111's voicemail, for example, blind transfer to 03111.

## Park and Hold

On your phone system, hold is a local function. This means a call held on your phone cannot be picked up at another station. Park is a system-wide function. This means a call parked at one phone may be picked up by any phone.

### > To park a call

1. Dial \*\*\* in an active call from any phone. The system says, "The call is parked at 7xx."
2. Hang up.

To retrieve the parked call, dial **7xx** where **xx** is the number stated by the system.

## Directed Call Pickup

Directed call pickup (DCP) allows you to answer a call ringing at another station.

### > To perform a directed call pickup

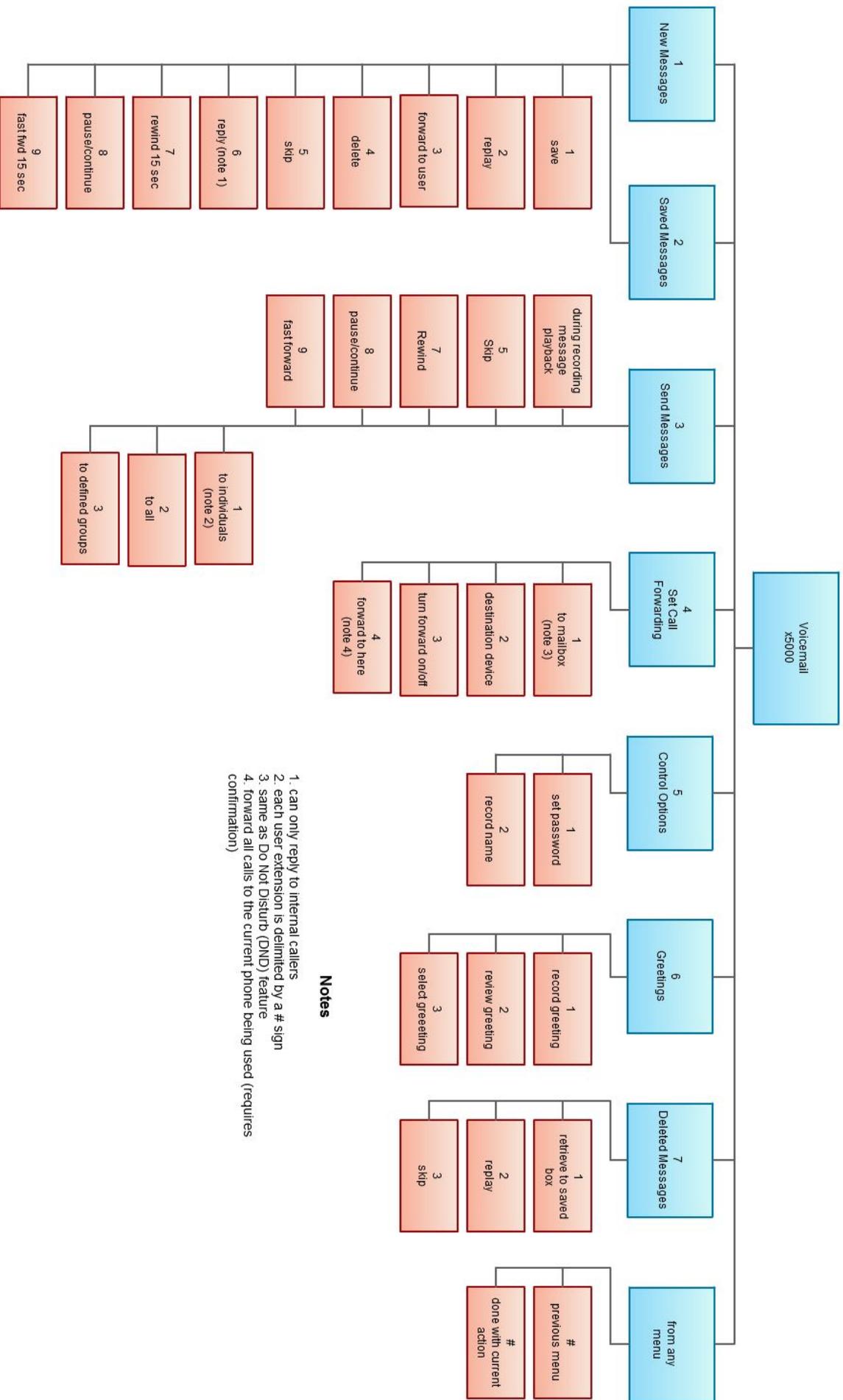
- Dial **07ext**. If 111 is ringing, for example, dial **07111** to pick up that call.

Phones with BLFs to the ringing station can also press the corresponding BLF.

## 3-Way Conference

### > To make a 3-way conference

1. Call or be called by the first participant in the conference.
2. Press the **Conference** key/softkey, and then dial the second participant.
3. After the second participant picks up, press **Conference** again to connect everyone.



**Notes**

- 1. can only reply to internal callers
- 2. each user extension is delimited by a # sign
- 3. same as Do Not Disturb (DND) feature
- 4. forward all calls to the current phone being used (requires confirmation)

