

## DIGITAL DISPLAY SET QUICK REFERENCE

### HOLD

To hold a call:  
Press HOLD  
Green light flutters  
You may hang up the handset if you wish  
To return to the call:  
Press the call appearance of the held call

### TRANSFER

Unsupervised transfer:  
Press TRANSFER  
Dial the third party  
When you hear ringing, press TRANSFER again  
Supervised transfer:  
Press TRANSFER  
Dial the third party  
Announce the call  
Press CONFERENCE  
Introduce parties  
Hang up

### CALL PICK-UP

To answer a phone ringing in your pick-up group:  
Listen for dial tone  
Press CALL PICK-UP (or \* 7)  
Begin talking immediately

### SEND EXTENSION

Your telephone may be pre-programmed to send your calls to the AUDIX voice mail system if you don't answer after 2 to 6 rings, or when the SEND EXTENSION feature is activated.

To send your calls immediately to AUDIX voice mail:  
Press SEND EXT (or \* 8)  
Green lamp lights  
To make your phone ring again:  
Press SEND EXT (or # 88)  
Green lamp goes out

### SIX PARTY CONFERENCE

Listen for dial tone, dial the first party  
When they are on the line press CONFERENCE  
Listen for dial tone, dial the second party  
When they are on the line press CONFERENCE  
Press CONFERENCE again and listen for dial tone  
Repeat the procedure to add additional parties

### TRANSFER TO AUDIX

To send a redirected coverage call back to the subscribers AUDIX voice mailbox:  
Press TRANSFER  
Press TRANSFER TO AUDIX (or # 89)  
Press TRANSFER

### ABBREVIATED DIALING (AD) BUTTONS

To program a number on an AD button  
Listen for dial tone  
Dial #80  
Press selected AD button  
Dial the outside number, extension, or feature code you want to store  
Press selected AD button again  
Go on to the next AD button, or hang up to end programming  
To place a call using an AD button:  
Listen for dial tone  
Press selected AD button

**Note:** Buttons programmed as BUSY lights are automatically AD buttons for that extension number

### CALL FORWARDING

To forward your phone to another extension number:  
Listen for dial tone on the line you wish to forward  
Dial \*2 (for All Calls) or \*3 (for Busy/Don't Answer)  
Dial the extension number you are forwarding to  
Listen for confirmation tone, and hang up immediately  
To cancel Call Forwarding:  
Listen for dial tone on the appropriate line  
Dial #22  
Listen for confirmation tone  
**Note:** Call Forwarding will attempt to send calls to the requested extension. If the forwarded-to extension is busy or is not answered, the call will revert to your coverage path.

### AUTOMATIC CALLBACK

To be called back when a busy extension becomes free:  
Listen for a busy signal  
Press AUTO CALLBACK (or \* 5)  
The AUTO CALLBACK button is located under the "menu" button  
Hear confirmation tone  
Hang up  
You will be called back with three short rings when your party is available  
Lift receiver, hear ringing and wait for them to answer.

### DIRECTORY FEATURE

To look up a person's phone number by spelling their last name/  
Press the "menu" button and then select the "DIR" function  
Start entering the last number of the person you are trying to locate on the keypad  
When finished press the "exit" button

### TIMER

A feature available for timing calls, absences, etc.  
Press the "menu" button and then select the "TIMER" function  
Press again to turn this feature off  
Press the "exit" button when finished

### DATE-TIME

A feature available for displaying the current date and time:  
Press the "menu" button and then select the "DAT-TIM" function  
Press again to turn this feature off  
Press the "exit" button when finished

### SPEAKERPHONE

Allows a call to be placed on a speakerphone allowing hands free conversations

### MUTE

Allows a caller on a speakerphone call have a side conversation without the far end hearing the discussion.

## SINGLE LINE DESK TELEPHONE SET QUICK REFERENCE

### **HOLD**

To hold a call: Press RECALL or FLASH  
Listen for recall dial tone  
Dial \* 4  
Lay handset down (do not hang up)

To return to the call:  
Hang up  
Your telephone will ring with three short rings  
Answer and resume conversation

### **TRANSFER/CONFERENCE**

Unsupervised transfer:  
Press RECALL or FLASH  
Listen for recall dial tone  
Dial the third party  
When you hear ringing, hang up and the call will transfer

Supervised transfer:  
Press RECALL or FLASH  
Listen for recall dial tone  
Dial the third party  
When the third party answers, announce the call  
Press RECALL or FLASH  
Introduce the parties and stay on the line for a 3-party conference  
or  
Hang up to complete the transfer

**Note:** If the third party is a ring-no-answer or a busy signal, you will need to press RECALL or FLASH twice to drop the signal and be reconnected to your call.

### **CALL PICK-UP**

To answer a phone ringing in your pick-up group:  
  
Listen for dial tone  
Dial \* 7  
Begin talking immediately

To redirect the call back to the dialed party's AUDIX voice mail after you have answered it:  
Press RECALL or FLASH  
Dial # 89  
Hang up immediately

### **SEND ALL CALLS**

Your telephone may be pre-programmed to send your calls to the AUDIX voice mail system, if you are on the phone or don't answer after 2 to 6 rings.

To send your calls immediately to AUDIX voice mail:  
Listen for dial tone  
Dial \* 8

To make your phone ring again:  
Listen for dial tone  
Dial # 88

### **LAST NUMBER REDIAL**

To have the system dial the last number you called:  
Listen for dial tone  
Dial # 73  
Wait for answer

### **CALL FORWARDING**

To forward your phone to another extension number:  
Listen for dial tone  
Dial \* 2 (for All Calls) or \* 3 (for Busy/Don't Answer)  
Dial the extension number you are forwarding to  
Listen for confirmation tone, and hang up immediately

To cancel Call Forwarding:  
Listen for dial tone  
Dial # 22  
Listen for confirmation tone

**NOTE:** Call Forwarding will attempt to send calls to the requested extension. If the forwarded-to-extension is busy or is not answered, the call will revert to your coverage path.

### **AUTOMATIC CALLBACK**

To be called back when a busy extension becomes free or when a party returns to their office:  
Listen for a busy signal or a ring-no-answer  
Press RECALL or FLASH  
Listen for recall dial tone  
Dial \* 5  
Hear confirmation tone  
Hang up  
You will be called back with three short rings when your party is available  
Lift receiver, hear ringing and wait for them to answer

### **TRANSFER TO AUDIX**

To transfer a call to someone's audix when they are on the phone or away from their office:  
Press RECALL or FLASH  
Dial 8-8111  
Enter in the person's 5 digit extension and then the # sign, then enter 4545 and the # sign  
Press RECALL or FLASH  
Hang up

If you have problems or questions call 88010.

## INTUITY VOICE MAIL SYSTEM GETTING STARTED WITH VOICE MAIL

### LOGIN INSTRUCTIONS

Dial 8-8111 to reach the INTUITY Voice Mail System.

At the prompt dial your 5 digit extension followed by # or just # if you are calling from your own extension.

At the prompt enter your default password which is 1212 followed by the # sign. This is used for the initial login and is a temporary password only.

At this point you will be prompted to record your name (not personal greeting) in your new mailbox.

At the next prompt enter a minimum 4-digit password as required by the system.

After you have entered your new password and have confirmed the entry, it is installed as your new password.

You will then use this new password whenever you login.

To change your password, enter 5 at the main menu.

### PERSONAL GREETING

Log into the INTUITY Voice Mail System.

Press 3 to create your personal greeting(s).

You may have up to 9 personal greetings.

Press 1 to create a greeting then press 1 again for greeting 1 or press 2 for greeting 2, etc.

Record your greeting and press 1 when you are finished.

Press 2 3 to listen to the greeting you just recorded.

Press \* # to approve and press 1 to activate the new greeting.

### GETTING YOUR MESSAGES

Login into the INTUITY Voice Mail System

Press 2 to get your messages and press 0 to listen to the message.

Press \*D to delete the message.

**Messages will be stored for 10 calendar days ONLY.**

### CALL COVERAGE

Press \*8 to send your calls to voice mail immediately.

This will make it so your phone will not ring; callers will go directly to your voice mail greeting.

Press #88 to deactivate this feature.

### TO FORWARD WITH A COMMENT

Listen to the message.

Press 1 2 to begin recording.

Record you comment and press 1 when done.

Then enter \*# for approval of your comment.

Enter the recipient's five digit extension number and press #.

Press \*\*# for AUDIX to send the message immediately.

### TO CHANGE YOUR PASSWORD

Press 5 at the main menu and then enter 4.

This password needs to be at least 4 characters long and no more than 10 characters.

### TO REPLY IMMEDIATELY TO AN INCOMING MESSAGE

Listen to the message and press 1 and then 7 without attaching the original message.

Speak your message and press \*\*# to stop recording, approve and send immediately.

## **OUTCALLING**

This is a feature that allows your voice mailbox to call a page or home number, etc. when a message is left in your mailbox.

Login into the INTUITY system.

Press 6 for outcalling administration and press Y to turn on and N to turn off.

## **TO CHANGE AN OUTCALLING NUMBER**

Log into the INTUITY system.

Press 6 and then 1, enter new number, following instructions and then press Y to turn outcalling on and press N to turn outcalling off.

## **HELPFUL HINTS WHEN LISTENING TO MESSAGES**

To rewind back 4 seconds, press 2

To pause, press 3

To make louder, press 4

To backup 4 seconds, press 5

To advance 4 seconds, press 6

To make softer, press 7

To make slower, press 8

To make faster, press 9

To listen/replay, press 0

Press # to skip to the next message

## **BASIC COMMANDS**

Help, \*H

Restart, \*R

Wait, \*W

Look up Name, \*\*N

Delete, \*D

Undelete, \*\*D (only if you haven't went on to the next message.)

**Call Telecommunications at 88010 if you have any questions about the voice mail system**