Office Phone System User Manual

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1. MAKING CALLS

This section describes ways to make calls on your 9112i phone, using your handset and speakerphone.

Dialing a Number

First, take the phone off-hook by lifting the handset, or by pressing *"Dial / Speaker"*.
At the dial tone, enter the number you wish to call. If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.
When your party picks up, a timer appears on your display that records the length of your call.

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using handset or headset.

- To dial using handsfree, first press **"Dial / Speaker"** and enter a number at the dial tone.

- To answer a call on your phone using handsfree, press **"Dial / Speaker"**.

- If you are in Speaker audio mode, lift the handset and press **"Dial / Speaker"** to switch between handsfree and handset.

- When handsfree is ON, the **"Dial / Speaker"** light turns ON (red)

- Finishing the call while on Speaker mode, press **"Exit / Hang Out"** button.

Redial

A Redial List stores up to 1000 numbers you called, allowing you to scroll through and select the number you wish to redial.

- *Accessing the Redial List:*

- If you are off-hook (holding handset) and press **"Redial"** twice, the phone automatically dials the last number you called.

- If you are not on the phone, press **"Redial"** to display the most recently dialed number and use UP and DOWN buttons to scroll through the list to view the other numbers.

- Press DOWN to see the second most recently dialed number.

- Press UP to see the oldest call on your list.

- To dial the displayed number press **"Dial"**, or lift the handset.

- Press **"Exit / Hang Out"** to cancel.

- To delete all items from the Redial List press **"Redial"**. Press **"Delete"**, then press **"Delete"** again at the prompt to erase all items. You cannot delete individual entries in the Redial List.

<u>Mute</u>

Press the **"Mute"** button at any time to mute handset or handsfree. The speaker light will flash slowly and you can hear the caller, but they cannot hear you. To switch mute ON / OFF, press **"Mute"** again.

2. RECEIVING CALLS

Answering an Incoming Call

After your telephone rings, you will see the "Inbound Call" Screen
To answer the incoming call, press "Dial / Speaker" for handsfree or lift the handset for handset operation.

If the phone is already connected to a call, pressing **"Swap"** for a new incoming call automatically places the connected call on hold and answers a new call. To reconnect to a party, press **"Swap"** again (more about the Swap Key see in the next chapter Handling Calls).

If you cannot answer the call, the caller goes to voicemail if voicemail has been configured for your extension.

Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press **"Exit / Hang Out"**, without picking up the handset. If you are already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon along with the number of waiting messages, if you have unheard messages. **To check your voicemail dial *98 and follow instructions.**
For more details see Section 6: Voicemail System.

3. HANDLING CALLS

When you are connected to a call, you can use the hard keys on the phone to place a call on hold, transfer a call, or conference.

The Swap Key

While you are on the phone, if there is a second incoming call, pressing **"Swap"** places the current call on hold and answer the incoming call. Pressing **"Swap"** again toggles between the two active calls. A third call cannot be accepted. While in a call with no other incoming calls, pressing **"Swap"** has no effect.

- To handle two calls:

- Press **"Swap"** to answer a second coming call. Your first call is automatically put on hold.

- You can use **"Swap"** to juggle between the two calls.

- To transfer a call to another line, press **"Swap"** to answer, then **"Transfer"** to transfer the call, followed by the extension or outside line number.

  (See "Transferring Calls" below)

- If you or other party hangs up on an active call while a second call is on hold, the phone remains in the standard hold state.

Placing a Call on Hold

When you place a call on hold, only your phone can retrieve the call.

- To place a call on hold:

- Connect to the call (if not already connected)
- Press the **"HOLD"** key.

Your telephone set indicator light in the upper right corner of your phone will flash steadily to remind you that you still have a call on hold, waiting for you. The screen will display "Call held". Press **"HOLD"** again to reconnect to the held call.

- When on Hold:

To let your caller know that they are still on hold, music plays softly (if this has been set up for your system).

- Automatic Hold:

When juggling between calls, you do not have to press the "Hold" button to go from one call to the next. The phone will automatically put your current call on hold as soon as you press **"Swap"**. Use **"Swap"** to toggle back and forth between held calls.

Transferring Calls

- *Blind transfer:*

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

- *Consultative transfer:*

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

- *To transfer a call to another extension:*

- Connect to the call you wish to transfer (if not already connected).

- Press **"Transfer"**. You will hear a dial tone as a second line opens up.

- Enter the extension number of the person you wish to transfer the call to, or dial the outside number of the person you wish to transfer the call to.

- To complete a "blind" transfer, press **"Transfer"** again before the phone begins dialing. To complete a consultative transfer, remain on the line to speak with the party before pressing "Transfer" again. To cancel the transfer, select cancel on the display screen (press LEFT).

- To go back to the original call, press **"Swap".** Pressing **"Swap"** will alternate between the two active calls.

Conferencing Calls

The phone system supports up to 3 parties (including yourself) in a conference call.

- *To create a conference call:*

- Connect to the first party you wish to include in the conference (if not already connected).

- Press **"Conference"**. The phone places the current call on hold and opens a new line.

- Enter the extension number, or dial the outside number of the person you wish to add to the conference.

- If there is no answer, or if you press **"Swap"**, the call is dropped and the original call is re-activated.

- If the second party answers, you may speak to the person and use **"Swap"** button to toggle between calls. Pressing **"Conference"** again will complete the conference.

You can use UP and DOWN buttons to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing RIGHT drops the displayed party from the call.

4. ENDING CALLS

To end a call, you first need to reconnect to the call if not already connected (for example, if your caller is on hold). Press **"Hang Out"** to end the call. If connected through the handset, you can also place the handset back on hook to end the call.

5. CALLERS LIST

The Phone System stores information on up to 200 incoming calls in the Callers list. Your telephone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you. When the Callers list is full, the oldest call records are deleted to accommodate the information of new callers.

Accessing the Callers list

- Press **"Callers"**. Press UP and DOWN to move through the Callers list. Press DOWN to see the most recent call, or UP to see the oldest call on your list.

- To dial the displayed number just press **"Dial / Speaker"** or lift the Handset.

- Press "Hang Out" to cancel

Editing the Callers List

Important: The Callers list does not save changes. Editing in the Callers list is generally used if you plan to call the number and need to add a prefix.

In the Callers list, if a dial pad key is pressed when a number and/or a name is displayed, the cursor will automatically add the digit at the left side of the number to enable the entry of the prefix. **Editing is possible for prefix only.**

- Press **"Callers"**. Press UP and DOWN to find the entry you want to edit. Press DOWN to see the most recent call, or UP to see the oldest call on your list.

- Press any key on the dial pad to begin add the prefix.

- To erase one digit to the left of the cursor, press LEFT.

- To dial the displayed number press **"Dial / Speaker"**, or just lift the handset.

Deleting the Callers List

Deleting items one by one:

- Press **"Callers"**.
- Press UP and DOWN to find the item you want to delete.
- Press "Delete", then "Delete" again at the prompt to erase the item.

Deleting all calls:

- Press **"Callers"**.
- Press "Delete", then "Delete" again at the prompt to erase all calls.

6. VOICEMAIL SYSTEM

6.1. Overview

The Office Phone System offers a highly flexible, highly capable voice mail system. Among the features that it offers are:

- Three different types of greetings.
- Notification of new messages through email. The notification message may also include an audio file containing the complete message.
- Ability to organize messages into folders.
- Mailboxes may be password protected.
- Can optionally allow callers to review and re-record messages.

6.1.1. Types of Greetings

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance.

The Phone System has three types of greetings:

1. Busy Greeting

> If the Phone System thinks that you are on the phone, the caller will hear your "busy" greeting. Your busy greeting can either be a generic message, like:

- The person at extension [*number*] is on the phone.
- [*recorded name*] is on the phone.

> or the busy greeting can be a message that you record.

2. Unavailable Greeting

> If the Phone System thinks that you are unavailable (e.g. you don't answer the phone or your phone is not connected to the network), the caller will hear your "unavailable" greeting. Your busy greeting can either be a generic message, like:

- The person at extension [*number*] is unavailable.
- [*recorded name*] is unavailable.

> or the unavailable greeting can be a message that you record.

3. Temporary Greeting

> You can also record a temporary greeting. A temporary greeting will always be played regardless of your "busy" or "unavailable" status. This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to re-record your busy and unavailable greetings when you come back.

6.1.2. Folders

The Phone System allows you to save and organize your messages into folders. There are ten folders:

Folder Names:

1. New
2. Old
3. Work
4. Family
5. Friends
6. Folder 5
7. Folder 6
8. Folder 7
9. Folder 8
10. Folder 9

When a caller leaves a message for you, will put the message into the "New" folder. If you listen to the message, but do not delete the message or save the message to a different folder, the Phone System will automatically move the message to the "Old" folder.

When you first log into your mailbox, the Phone System will make the "New" folder the current folder if you have any new messages. If you do not have any new messages the Phone System will make the "Old" folder the current folder.

6.1.3. Directory

The Phone System voicemail system can provide a directory of the users on the system. Contact your administrator (FVN Technical Support) for information on accessing the directory.

(email: support@fvn-alliance.com)

6.2. Leaving a Message in a Mailbox

If you are not able to answer a phone call, your administrator may have configured the Phone System to allow the caller to record a message that you can listen to later. Depending on how the system was configured, the caller may first hear a greeting and/or some instructions before being allowed to record a message. The process of leaving a message looks like this:

1. Play the appropriate greeting. See Section 6.1.1 for more information on which greeting will be played. The Phone System administrator can control whether a greeting is played or not and can also control whether the busy or unavailable

greeting is played (if you record a temporary greeting, the temporary greeting will always be played if the administrator does not turn off greetings).
2. Play some short instructions. Again, the Phone System administrator can control whether the instructions are played or not.
3. Play a beep.
4. Record the message, and optionally allow the caller to review the message.

While listening to the greeting or the instructions, the caller can press any of the following buttons:

#	Skip the rest of the greeting and instructions and immediately begin recording the message.
*	Transfer out of the message recording application [7].Typically used by the Phone System administrator to allow users to access their mailboxes.
0	Transfer to an operator [7].

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the **"#"** button.

If the caller hangs up the phone to end the recording, the system will put the message in your "New" folder.

If the caller pressed the **"#"** button to end the recording and the Phone System administrator has configured the system to let the caller review the message, the caller will be presented with the following options:

- **"0"** Transfer to an operator [7].
- **"1"** Save the message.
- **"2"** Review the message.
- **"3"** Re-record the message.

If the caller presses "1" the message will be placed in your "New" folder. If the user presses "0" the message will be cancelled and the user will be transferred to the operator.

6.3. Accessing Your Mailbox

6.3.1. Logging In

Logging in allows your administrator a lot of flexibility so there is no single answer to how to log into your mailbox. Contact your administrator for details on how to access your mailbox. However, below is a discussion of several popular methods for accessing mailboxes that your administrator may have chosen.

- By pressing a button on your phone.

    Your phone may have a special button on it that has been configured to allow access to your mailbox. Consult the documentation that came with your phone and your Phone System administrator for details.

- By calling your extension and pressing the **"*"** button.

    If you call your own extension and are redirected to the voicemail system to leave a message, you may be able to press the **"*"** button to switch from leaving a message to accessing your mailbox.

- By calling a special extension

    Your Phone System administrator may have configured a special extension that can be called to access your mailbox. Contact your Phone System administrator for details.

Before you are allowed to listen to your messages, you may be asked to enter your mailbox number and a password.

6.3.2. The First Time You Log In

The first time that you log into your mailbox, you may be required to change some settings. In particular, you may be required to:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- Change your password.

6.3.3. Menus

This section contains a detailed discussion of the menus used to access your mailbox.

6.3.3.1. Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

- **"1"** Listen to the messages in the currently selected folder [1]. See Section 6.3.3.4 for more information.
- **"2"** Change folders [3]. See Section 6.3.4 for more information.
- **"3"** Advanced options.
- **"0"** Mailbox options.

- **"*"** Repeat the Menu options.
- **"#"** Exit the Voicemail System

6.3.3.2. Advanced Options in Main Menu (after pressing "3" on Main Menu)

The following buttons may be pressed in the "Advanced Options" menu that was accessed from the Main Menu.

- **"4"** Place an outgoing call.
- **"5"** Leave a message for another user in the system. See Section 6.2 for more information.
- **"*"** Return to the Main Menu.
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6.3.3.3. Mailbox Options (after pressing "0" on Main Menu)

- **"1"** Record your unavailable message.
- **"2"** Record your busy message.
- **"3"** Record your name.
- **"4"** Record your temporary greeting.
- **"5"** Change your password.

6.3.3.3.1. Recording a Temporary Greeting

If you do not have a temporary greeting set, you will immediately be asked to record a temporary greeting. If you do have a temporary greeting set you will be presented with the following menu:

- **"1"** Record a temporary greeting.
    This will allow you to record a new temporary greeting.

- **"2"** Erase a temporary greeting.
    Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

- **"*"** Return to the Main Menu.

6.3.3.4. Listening to Messages

6.3.3.4.1. The Message Envelope

The voice mail system will play back the message "envelope". Depending on how the voice mail system has been configured, the message envelope may consist of the following items:

- Position.
- Date and time that the message was received.
- Caller ID information.
- Duration of the message.

Pressing **"1"** any time during the playback of the message envelope will skip to the message playback. The voice mail system will then play back the message.

6.3.3.4.2. During Message Playback

During the playback of the message, any of the following buttons may be pressed:

- **"*"** Rewind the message by 3 seconds [2].

- **"#"** Fast forward the message by 3 seconds [2].
- **"0"** Pause the message playback. Press any other button to resume playback.

6.3.3.4.3. After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- **"1"** Go to the first message in the currently selected folder [3].
- **"2"** Change folders [3]. See Section 6.3.4 for more information.
- **"3"** Advanced options. See Section 6.3.3.4.4 for more information.
- **"4"** Go to the previous message in the folder [4].
- **"5"** Replay the current message.
- **"6"** Go to the next message in the folder [5].
- **"7"** Delete or undelete the message [6].
- **"8"** Forward the message to another user on the system.
- **"9"** Save the message to a different folder [6].
- **"0"** Mailbox options [3].
- **"*"** Replay the prompt.
- **"#"** Exit the Voicemail System

6.3.3.4.4. Advanced Options After Listening to a Message

The following buttons may be pressed in the "Advanced Options" menu while you are listening to a message.

- **"1"** Record a message and send it directly to the mailbox of the person that sent you the current message.
- **"2"** Call the person that left the message back [7].
- **"3"** Play the message envelope.
- **"4"** Place an outgoing call [7].
- **"5"** Leave a message for another user on the system. See Section 6.2. for more information.
- **"*"** Return to the main menu.

6.3.4. Changing Folders

If you select the option to change folders the Phone System will present you with the following options:

"0"   "New" messages.
"1"   "Old" messages.
"2"   "Work" messages.
"3"   "Family" messages.
"4"   "Friends" messages.
"5"   "Folder 5" messages [3].
"6"   "Folder 6" messages [3].
"7"   "Folder 7" messages [3].
"8"   "Folder 8" messages [3].
"9"   "Folder 9" messages [3].
"#"   Cancel the Change Folders operation.

NOTES:

1. Option is not announced if there are no messages in the current folder.

2. The amount of time that a message may be rewound or fast forwarded is configurable by the administrator.

3. The prompt does not mention the availability of this option.

4. If you are listening to the first message in the current folder the prompt will not mention this option.

5. If you are listening to the last message in the folder the prompt will not mention this option.

6. The administrator may configure the system to automatically go to the next message when you save or delete a message.

7. This option is only available if it has been enabled by the administrator.