






## Quick Reference Guide



- 1 Dial
- 2 Hang up
- 3 Divert
- 4 Answer
- 5 Mute
- 6 Hold
- 7 Do Not Disturb
- 8 Conference (max of 6)
- 9 Transfer
- 10 Call History
- 11 Ringtones
- 12 Voicemail

## 1 Dial

To dial, lift the handset and enter a number. Or:

- Press a line button .
- Press the **New Call** softkey.
- Press the (unlit) headset button  or speakerphone button .



Internal: Dial 4-digit extension number

Local: Dial 8 + 1 + 10-digit number

Long Distance: Dial 8 + 1 + 10-digit number

## 2 Hang up


To end a call, replace the handset. Or:




- Press the **End Call** softkey.
- Press the (lit) headset button  or speakerphone button .

## 3 Divert

Use the **Decline** softkey to redirect a ringing call to voicemail

## 4 Answer

To answer a ringing call , lift the handset. Or:


- Press the flashing red line button .
- Press **Answer** softkey.
- Press the (unlit) headset button  or speakerphone button .

## Call Waiting


Phones are capable of handling multiple calls on a single line appearance:

- When a call comes in and you are already on a call you will be given the options to Answer or Decline the new call.
- You can answer the new call by pressing the **Answer** softkey and the existing call will automatically be put on hold. You can send the new call straight to voicemail by selecting the **Decline** softkey
- To switch between the two lines, use the up and down buttons to highlight the desired call and press the appropriate softkey.


## 5 Mute

Press the Mute button  to toggle Mute on and off. When Mute is on, the Mute button glows.

## 6 Hold

- Press the Hold button  or the **Hold** softkey.

The hold icon  displays and the line button pulses red.

- To resume the highlighted call, press the **Resume** softkey, or Hold button  again.

## 7 Do Not Disturb

Do Not Disturb sends inbound calls directly to voicemail.



To Enable:

Press the **DND** softkey to enable DND.



To Disable:

Press the **Clr DND** softkey to disable DND

## 8 Conference (max of 6)


- From a connected call  (not on hold), press the Conference button  or the **Conf** softkey.
- Make a new call.
- Press the Conference button or **Conf** softkey (before or after the party answers). The conference begins and the phone displays "Conference" instead of caller ID.
- Repeat these steps to add more participants. The conference ends when the conferencing host hangs up.

## 9 Transfer




- From a connected call  (not on hold), press the Transfer button  or **Transfer** softkey.
- Call the transfer recipient.
- Press the Transfer button or **Transfer** softkey (you must talk with the recipient first before releasing the call).

4. If you choose to do a blind transfer, click the . . . on the phone and choose **BlindXfer** to release the call to the recipient.

## 10 Call History


Press the Applications button  and select Recents. Select which call history you would like to see.

The last 50 calls display:

- Missed calls 
- Placed calls 
- Received calls 

To dial, scroll to a call and press the Select button in the Navigation pad or the **Call** softkey.

## 11 Ringtones

1. Select Applications  > User preferences > Ringtone, select an extension
2. Select a ringtone and press Play, then press **Select** to save.

## 12 Voicemail


### First-time voicemail enrollment

The default Voicemail PIN is **16012024**


#### Voicemail PIN Requirements:

- Must be between 6 and 8 digits in length
- Must not be consecutive digits (i.e. 123456)
- Must not be your previous 5 PIN's
- Must not contain single or groups of repeated digits (i.e. 12121212)
- Must not contain your extension number
- Must not be the reverse order of your last PIN




### Accessing your voicemail

1. Press the Messages button 
2. Enter the voicemail PIN
3. Follow voice prompts to setup voicemail

#### **New message indicators:**

- A solid red light on your handset.
- A voicemail icon  next to the line button

### Listen to messages

Press the Messages button  or the session button  next to the  icon and follow the voice prompts.

### Access voicemail from an outside phone

1. Dial your 10-digit desk phone number
2. Press the \* key TWICE when your greeting begins
3. Enter your 10 digit phone number followed by the # key
4. Enter your passcode followed by the # key

### Voicemail Menu

- 1 Manage messages
- 3 Manage greetings
- 8 Change passcode
- # Repeat options

### During Playback

- # Save
- 7 Erase
- 2 Repeat
- 5 Play message info
- 9, 1 Reply to message
- 9, 2 Forward message

**NOTE:** There will be a copy of your voicemail in your email. Webex will keep the original so you will want to clear out those messages as well. The messages that you will receive in your email will come from **msgs@broadcloudpbx.net**. They will have the .wav file attached.