

Calls Features

Overview

The features in this reference guide are those you can manage using your desk phone. This document does not cover your user portal management tool.

If you want to...	Then see...
Make a call to another extension	Making Internal Calls
Make an “outside” call (in the US and internationally)	Making External Calls
Access your voicemail mailbox	Voicemail
Transfer a call to another extension	Call Transfer
Pick up an incoming call to another extension	Call Pickup
Pick up a call placed on hold on another extension	Call Park
Block incoming calls & have the system play an announcement to callers	Do Not Disturb
Turn your Caller ID on or off	Caller ID Management
Dial your last missed call	Dial Last Missed Call
Place an intercom (paging) call to one or more extensions	Intercom/Paging

Making Calls from Your Extension

Making Internal Calls

Dial the 4-digit extension.

Making External Calls

Making Local Calls

To make calls within the US, dial 1 plus the 10-digit telephone number. Example: to call 908-555-1212, dial 1-908-555-1212.

Making International Calls

To make international calls, dial 011, the country code, the city code and the local number. Example: to call a number in Aberdeen, UK from the US, dial 011-44-1224-1234.

Voicemail

Enabling/Disabling Voicemail

If you wish to enable or disable voice mail then you do not need to log in. To enable or disable voice mail: dial *950.

Working with Voicemail

You must log into the voice mail system to listen to voicemail and manage your greetings.

1. Dial *95.
2. Enter the password given to you by your administrator, followed by the # key.
3. Refer to the following table to use the voice mail system **after** you've logged in from your phone:

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If you want to...	Then press...
Record Greetings	<p>0 – to select mailbox options</p> <p>1 – to record unavailable greeting Record your greeting at the tone & then press: 1 – to accept recording Press the * key when done & then press the # key to exit.</p> <p>2 – to listen to the greeting & then either accept or: 3 – to re-record your greeting</p> <p>2 – to record busy greeting 1 – to accept recording Press the * key when</p>
	<p>done & then press the # key to exit.</p> <p>2 – to listen to the greeting & then either accept or: 3 – to re-record your greeting</p> <p>3 – to record your name 1 – to accept recording Press the * key when done & then press the # key to exit.</p> <p>2 – to listen to the recording & then either accept or: 3 – to re-record your name</p> <p>4 – to record a temporary greeting (normally used as an “away” greeting played during absences). This greeting takes priority over the “unavailable” greeting. 1 – to accept recording Press the * key when done & then press the # key to exit.</p> <p>2 – to listen to the greeting & then either accept or: 3 – to re-record your greeting</p>
Remove your temporary greeting	<p>0 – to select mailbox options.</p> <p>4 – to manage your temporary greeting. 2 – to erase the temporary greeting Press the * key and then the</p>

If you want to...	Then press...
	# key to exit.
Listen to a new voice mail message	<p>1 – to play new messages and then: 3 – to select advanced options (as follows) 1 – to send reply 3 – to get envelope information 5 – to repeat message 7 – to erase message 9 – to</p>

	<p>save to one of the following folders:</p> <ul style="list-style-type: none"> 0 – new folder 1 – old folder 2 – work folder 3 – family folder 4 – friends folder # to cancel <p>* for help # to exit</p>
Listen to previously saved voice mail message (when no new messages exist)	<ul style="list-style-type: none"> 1 – listen to old messages 3 – advanced options <ul style="list-style-type: none"> 1 – to send reply 3 – listen to envelope * to return to the main menu 5 – repeat message 6 – play next message (if one exists) <ul style="list-style-type: none"> 4 – play previous message *for help # to cancel 2 – to change folders: <ul style="list-style-type: none"> 0 – new messages 1 – old messages

If you want to...	Then press...
	<ul style="list-style-type: none"> 2 – work messages 3 – family messages 4 – friends messages # to cancel 0 – for mail box options See Record Greetings
Change your password	<ul style="list-style-type: none"> 0 – to select mailbox options <ul style="list-style-type: none"> 5 – to reset your password Enter your new 4–5 digit password followed by the # key. Re-enter the password followed by the # key Press * key and then the # key to exit.

Miscellaneous

- Dial ***95 <extension>** to leave a message on a specific extension's without calling the extension. Example: to leave a message for J. Smith on extension 2332, dial ***952332**.
- Dial **#3 <extension>** to transfer an active call to a specific extension's voice mail box. Example: A caller dials your extension by mistake but the person he/she wants is out on vacation. They want to leave a message for the owner of voice mail box 2332 – dial **#32332**.

Call Transfer

Call Transfer allows you to transfer an incoming call to another extension or external phone number with or without an announcement from you.

Transferring Calls without Announcement

Transferring to an Extension

1. Dial **#1**.
2. Wait for the transfer confirmation.
3. Dial the 4–digit extension, wait for the call to terminate on your phone screen and hang up the phone.

Transferring to an External Number

1. Dial **#1**.
2. Wait for the transfer confirmation.
3. Dial 1 plus the 10–digit phone number (e.g., 1–908–555–1212), wait for the call to terminate on your phone screen and hang up the phone.

Transferring Calls with Announcements

Transferring to an Extension

1. Dial ***2**.
2. Wait for the transfer confirmation.
3. Dial the 4–digit extension.
4. Announce the forwarded call and hang up.

Transferring to an External Number

1. Dial ***2**.
2. Wait for the transfer confirmation.
3. Dial 1 plus the 10–digit phone number (e.g., 1–908–555–1212).
4. Announce the forwarded call and hang up.

Call Pickup

Call Pick Up allows you to pick up either the first call ringing on someone else's extension or a specific extension when more than one extension is ringing.

Dial ***21** to pick up a call coming in on someone else's extension.

Dial ***21 plus the extension** to pick up a call coming in on a specific extension. Example: phones are ringing on extensions 2082 and 2332. You want to pick up the call on 2082 – dial ***212082**.

Call Park

Use this feature when you want to place a call on hold at one extension and have it picked up at a different extension. Note that you have 3 minutes to pick up the call placed on hold before it's returned to your extension.

1. Dial **#2** to park the call. Listen carefully for the system to announce the position of the call in the parking lot – you will need the position number if there are multiple calls set to park.
2. To pick up a parked call:
 - Dial ***221** to un-park the first call found
 - Dial ***225** to un-park a specific parked call if you do not know the position of the call that is parked. Wait for the system to announce the position of the call you want to pick up and then dial ***225** and the position of the parked call. **Example:** you want to pick up the called parked at position # 3 – dial ***2253**.

Dial *229 to un- park the last call in the parking lot.

Do Not Disturb

This feature allows you to block all incoming calls and play a customer announcement to callers. **Caution:** if you use this feature, make sure you turn it off when you want to start receiving calls.

To turn “Do Not Disturb” on, dial ***78**. Wait for a confirmation message and then hang up the phone.

To turn the feature off so that you can resume taking incoming calls, dial ***79**. Wait for a confirmation message and then hang up.

Caller ID Management

You may turn your caller ID on or off when you make calls. This works for external calls only.

To turn the feature off, dial ***85** and wait for the confirmation announcement. Your caller ID will be disabled until you turn the call back on. To turn Caller ID back on, dial ***65**.

Dial Last Missed Call

To call your last missed call, dial ***66**.

Intercom/Paging

The Intercom/Paging extension feature allows you to call several or all available extensions at the same time. The called extensions hear your announcements whether they pick up the phone or not.

Note: This feature has been certified with many of our phones. Contact LCB Solutions Corp Support to verify that your phone works with this feature.

Calling All Extensions Assigned to the Intercom

Dial the intercom extension (example: 0001)

Calling a Specific Assigned to the Intercom

Dial the intercom extension plus the extension you wish to call followed by the * key (example: 00012233*).

Calling a Specific Group of Extensions (User Group) Assigned to the Intercom

Dial the intercom extension plus the group ID followed by the * key (example: 000155*).