

Basic Phone User Training
Audience: Everybody

- 1) Changing Your Password. (Keep it confidential)
 - a. Log in to your voicemail box by pressing the “voicemail” button.
 - b. You will be prompted for a password. The default password is “4555”
 - c. You will be notified that your password has expired and prompted to elect a new password
 - i. A valid password must be 4 to 8 digits (numbers or letters A-Z) in length and cannot be the same as its extension number. Basic password patterns, such as repeated digits (1111), consecutive digits strings (1234), or digits that match the extension (Ext. 101 using 1012, 9101, 10101, etc.) are not allowed.

- 2) Recording Directory Name
 - a. Record your Directory Name by logging in to Voicemail and selecting option 4 (Personal options)
 - b. Follow the prompts.

- 3) Record your Personal Greetings
 - a. Record your personal greeting by pressing the “Greeting” button and follow the prompts.
 - b. Record the other greetings.

- 4) Using different greetings for different activities
 - a. After recording the ‘other’ greetings, you can easily change your greetings as well as your status.
 - b. Press the “Activity” button and use the Up and Down arrow buttons to scroll through the menu.
 - c. Press the “Enter” button to select the desired greeting.

5) Checking Voicemail

- a. To Check Voice mail press the “VoiceMail” button on the phone.
 - i. Enter your password
 - ii. Follow the prompts i.e 1 for Voicemail
- b. Forwarding Voicemail
 - i. After listening to a message, you can forward it to other extensions by pressing 4
 - ii. Follow the prompts.
 - iii. To return to the main menu, press *
- c. Replay and Deleting Voicemail
 - i. After listening to a message, you can replay it by pressing 2.
 - ii. To delete it press 1. You will be asked to confirm deletion.
- d. Saving Voicemail
 - i. After listening to a message, you can save that message by pressing 3.

6) Answering Phone Calls

- a. Pick up the handset.

7) Placing Callers on hold

- a. Press the ‘Hold” button
- b. To retrieve the call press the “Hold” button again.

8) Taking Multiple calls

- a. You can take more than 1 caller at a time, when on a call. You will see the subsequent caller/s appear on the LCD panel of the phone. Using the UP and DOWN arrow buttons, you can scroll through the screen and see the Caller-ID of the calling party. To answer a specific call, select it by pressing “Enter”

9) Transferring Phone Calls

- a. Transfer calls by pressing the ‘Transfer’ button and entering the destination number and hanging up. (You can speak with the party prior to completing the transfer, the transfer is completed when you hang up)
 - i. If the number is an internal number, enter the 4 digit extension number.
 - ii. If the number is an outside number, enter ‘9’ followed by the phone number.

10)Conference calling

- a. You can add up to 5 other people on a conference call. You do this by pressing the “Conference” Button and entering in the phone number of the subsequent party and pressing ‘#’ to join them to the conference.

11)Parking Calls, Picking up Parked Calls and System Parks

- a. To park the call at the current extension, press FLASH # 31 and hang up.
- b. To park the call at another extension, press FLASH # 31 followed by the extension number. For example, to park the call at ext. 487, press FLASH # 31487.
- c. To pickup the parked call, press # 31 followed by the extension number of the station where the call is parked.
- d. System Call Park allows the user to park a call at a public “location” by entering FLASH #41. The system announces where the call is parked—a location number. Calls parked by a user will ring that user’s extension after the time-out period expires.
- e. To recover a System Call Park, press #41XX, where XX is the location number i.e #4100 if the call is parked at location 00.

12)Recording Calls

- a. To record a conversation on-demand, press the ‘Record’ button on the phone.

Cheat Sheet – Commonly Used Features

Phone Feature Codes

<password>. Log in to voicemail at your own station
<ext> <password>. Log in to voicemail at another station

AltiGen Voice Mail System Quick Features

#11 Greeting Menu
#28 Password Menu

Making Calls

#34 Dial By Name1
#35 Virtual Log In (Station Privilege Override)
#69 Dial Last Caller
#99 Last Number Redial
#93 <ext>. Intercom Call

Answering Calls

#29 <ext>. Individual Call Pickup (a specific station)
#30 System Call Pickup (any station ringing)
FLASH #31 Personal Call Park
#31 <ext>. Personal Call Park Pickup
FLASH #41 System Call Park
#41 <loc. #>. System Call Park Pickup
#55. List Feature Tips
FLASH <ext> Transfer
FLASH #40 Transfer to AltiGen Voice Mail System
FLASH # # <ext> Transfer to a User's VoiceMail
FLASH <ext> Consultation (FLASH to return to original call)
FLASH <number> # Conference Call
FLASH Call Waiting