A22 Phone Quick Setup Guide

FIRST TIME USER:

Lift the handset and press the **envelop** button. Your extension is your password. Password **must** be changed and will prompt you to do so. You will be asked to record a greeting, busy message and name. After set up, you will not need to enter a password to check your voice mailbox. If you want the password option turned on when checking messages, please contact the VoIP Administrator.

A22 Model Shown

1. Message Waiting Indicator
2. Softkeys
3. Line 1
4. Line 2
5. Messages
6. Navigation, Confirmation and Volume
7. Keypad
8. Headset
9. Mute
10. Redial
11. Speaker

OUT OF OFFICE

Enter your voice mail by pressing the Messages button (envelope icon). Choose option zero. Press 4 for temporary greeting. Create the message. Press # when done. Press 1 to accept. When you return, enter your voice mail, press 0 then 4 and option 2 to cancel your temporary greeting.

VOICEMAIL

Press the **MESSAGES** button to access to voicemail messages. To check voicemail from another internal phone: Dial ***98,** then push the Dial softkey, then enter your password. Offsite: Dial into you voice mailbox greeting and press *****. Enter your password.

TRANSFER

ASSISTED – During a call, press the **XFER** softkey. Enter the destination number. Press the **Dial** softkey. When someone answers, inform them of the call to be transferred. Press the **XFER** softkey, and the transfer is completed.

UNASSISTED (blind) – During a call, press the **XFER** softkey. Enter the destination number. Press the **XFER** softkey, and the transfer is complete.

DIALING CALLS

Pick up the handset (or press the Speaker button) and dial an extension or area code and 7 digit number. Then press the **Dial** softkey.

You can also use the **(Dir) Directory** or **History** softkeys to find a number you want, then press the **Dial** softkey.

RECEIVING CALLS

Pick up the handset, or press a softkey:

- Press **Answer** to receive the call on speakerphone.
- Press **Reject** to send the call to voice mail
- Press**, Divert** to forward the call to another destination.

REDIAL

Press the **Redial** button to redial the last call you made. When pressing it, you will be presented with a list of the recently dialed calls. You can press **Check Mark** button to dial the last number,

or use the arrows to navigate to your desired number and press the **Dial** softkey.

DIRECTORY (DIR)

The Directory is pre-populated with employees' extensions and can be used for rapid dialing. Press the DIR softkey to search for an employee by first name. For example, to search for "Dan", press the 3 key (DEF) for D; then press the 2 key (ABC) for A; then press the 6 key (MNO) 2 times for N. Use the arrow keys to highlight the name you want to call.

FORWARD CALLS

*72, wait for attendant then phone number
*73 to deactivate forwarding

CONFERENCE (3-WAY CALLS)

During a call, press the **Conf** softkey. Dial the third participant's number, or use **Dir**. Press the Conf softkey to connect all participants. To split a conference into separate calls with each participant, press the **Split** softkey and select the participant to drop from the call.

DO NOT DISTURB (DND)

To send call directly to voice mail, press the **DND** softkey. This enables Do Not Disturb mode.

To disable Do Not Disturb mode, and allow your phone to receive incoming calls, press the **DND** softkey again.

MENU

The menu application is accessed using the **Menu** softkey. It contains configuration and information screens for your phone.

HOLD

During a call, press the **Hold** softkey. The line key flashes green. Press either the flashing line key or the **Resume** softkey to continue the call.