

PHONE OUTLINE:



- **Message Indicator** – Indicates message waiting.
- **Line Keys** – Used to show active calls and feature keys.
- **Menu Key** - Accesses the feature/function that appears on the display above them. Softkeys change
- **Return Key** – go back to the previous directory
- **Headset** – Toggles and indicates Headset Mode.
- **Mute** – Toggles and indicates Mute feature.
- **Redial** – Redials a previously dialed number.
- **Speakerphone** – Toggles and indicates the hands-free mode.
- **Volume** – Adjusts the volume of the handset, headset, speaker, ringer, or media.
- **Messages** – Access voice messages.
- **Phonebook** – Phone Book
- **Home** – Go back to Home Page
- **OK** – Confirms actions or answers incoming call.
- **Navigation Keys** – Scrolls through displayed information



For Online Video on step-by-step features click here: <https://vimeo.com/818827001>

PHONE INSTRUCTIONS

DIAL OUT:

- Enter desired number
- Press the **Dial** soft key or press **Speaker**, **Headset** or lift **Handset**.

MUTE:

- To Mute yourself (you can still hear the call, but they cannot hear you), press the **Mute**  button
- To Un-Mute yourself, press the illuminated **Mute** key 

ANSWERING A CALL:

- Pick up the **handset** or
- Press the **Speaker** key – OR –
- Press the soft **Answer** key (will answer on speaker phone)

Note: You will have the option on the display of your phone to: **Silence** the ringing, **Reject** the call (sending it to voicemail), or **forward** the call to another extension

TRANSFER A CALL:

Blind Transfer

- While on an active call, press the **X-fer** soft key on the display
- **Enter** the **number** you want to transfer the call to (internal or external), press **X-fer** soft key again
- Once line starts ringing then **hang up**

Warm Transfer

- While on an active call, press the **X-fer** soft key on the display
- **Enter** the **number** you want to transfer the call to (internal or external), **wait for party to answer**
- **Announce call**, and then **hang up**

To cancel: Press the **End** soft key

To Transfer Directly to Voicemail: Press Transfer, press *, followed by the extension, then hang up

PERSONAL HOLD:

Holds call on your handset only.

- With an active call, press the **Hold** soft key on the display of your phone

To Retrieve the held call: press **Resume** on the display

PARK HOLD:

Holds call on all handsets.


- With an active call, press the **Park** key. The system will automatically designate the park number for you

To Retrieve Call: lift handset and dial **PARK** number or press the Park button (if applicable)

CALL HISTORY:

- Press the **Call Log** soft key.
- The LCD screen displays all call records.
- Press Up or Down **Buttons** to scroll through calls.
- On the selected number, **Press** the **Send** soft key to call number.

REDIAL

- Press the **Redial key**  when the phone is idle to dial out the last dialed number.
- Press the **CallLog** soft key to visit the list of recent calls to select a different previous call.

CONFERENCE CALL:

- Start a regular call with one of your contacts or any external number
- Press the **Conference** soft key on the display of your phone
- **Call the next person** you would like to conference in
- Once call is connected, **press the Conference key again**
- **To end conference, hang up**

CALL FORWARDING:

- Press the **Menu** soft key.
- Press the right arrow key to highlight **Features** and press the **OK** button.
- Press the **OK** button while highlighting **Call Forward**.
- Press the **OK** button or the **Enter** soft key.
- Select the forwarding option you would like to change and press the **OK** button.
For example, to default calls to always forward select **Unconditional**
- Utilize the arrow keys to select options **↑ Up** and **↓ Down** and toggle options off and on **← Left** and **→ Right**
- After your changes have been made, select the **OK** button to save changes.

ADJUSTING RING & SPEAKER VOLUME:**To adjust ring volume:**


- With the handset in the cradle, press the **volume key up** and **down** to adjust ring volume.

To adjust handset and speaker volume:

- While on an active call, press the **volume key up** and **down** to adjust the volume.

VOICEMAIL

ACCESSING YOUR MAILBOX:

- Press your **Message** key 
- Enter default PIN [provided by NATG], then press #

CHANGING YOUR PIN:

- Press your **Message** key
- **Enter** default **PIN**, then press #
- Press **3** for **Personal Options**
- To change your PIN, press 2
- Enter a **4 – 10 digit PIN**, then press the # key when done
- Press * to return to the main menu

RECORDING YOUR GREETING:

- Press your **Message** key
- Enter your PIN, then press #
- Press **3** for **Personal Options**
- Press **1** to **Record** your voicemail
- After listening to your current greeting, press **1** to record a **new** greeting
- Record your greeting, press # when finished
- After reviewing your greeting, press **1** to accept it

LISTENING TO MESSAGES:

- Press your **Message** key
- Enter your PIN, then press #
- Press **1** to listen to **New** messages
- Press **2** to listen to **Old** message
- While listening to the message, press:
 - **1** - replay the current message
 - **2** - delete the VM
 - **5** - confirm the deletion
 - **3** - mark message as unheard
 - **4** - skip the current message
 - **5** - callback the sender of the voicemail
 - **6** - forward voicemail to the extension
 - **#** - skip the playback of message details

CHECKING YOUR VOICEMAIL REMOTELY:

- From an outside line **call your direct number**
- When the voicemail greeting begins, press #
- Follow the voice prompts - please **enter your extension**, Press # when done
- Follow the voice prompts - please **enter your PIN** code. Press # when done
- Follow the voice prompts and select your desired task:
 - Press **1** to **listen** to **new** voice messages
 - Press **2** to **listen** to old messages.
 - Press **3** for **personal options** - this also allows you to update your voicemail greeting