




PHONE INSTRUCTIONS


PLACING A CALL


1. **Lift handset** OR **press Speaker** key 
2. Enter desired number
3. Press Send soft key 

Mute:

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

ANSWERING A CALL

- A. Pick up the **handset** – or –
- B. Press the **Speaker**  key

Note: to **Reject** the call and send it straight to voicemail, press the  soft key (on display)

PERSONAL HOLD

Holds call on your handset only.

1. With an active call, press the **Hold** key located on the right side of phone 

To Retrieve the held call: Press the **hold** key again – or – press **Answer**  soft key (on display)

PARK HOLD


Holds call on all handsets.

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


To Retrieve the parked call: Lift handset, **press** designated **park key** – or – **dial** the **park number**

TRANSFERRING CALLS

Blind Transfer


1. While on an active call, press the **transfer**  soft key (on display)
2. **Enter** the **number** you want to transfer the call to (internal or external), and then **hang up**

Warm Transfer



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

To Retrieve the held call: Press the **hold** key again – or – press **Answer**  soft key (on display)



Transfer to Voicemail

1. While on an active call, press the **transfer**  soft key (on display)
2. **Dial *** plus the **Extension Number**
3. **Hang up**


CONFERENCE CALLS

1. Start a regular call with one of your contacts or any external number
2. Press the **Conference**  soft key (on display)
3. **Call the next person**
4. Once call is connected, **press** the **Conference**  key again
5. **To end** conference, **hang up**

CALL HISTORY


1. Press the **History**  soft key
2. The LCD screen displays all call records.
3. Scroll down to go through the list
4. **Press** the **Send**  soft key to call highlighted number

ADJUSTED SCREENSAVER TIMEOUT:


1. Press **Multi** key
2. Press the **System Settings** key
3. Press **1** for **User Settings**
4. Press **8** for **Screen Saver**
5. Press **1** for **Enable/Disable**
 - a. Press **1** to **Disable**
 - b. Press **2** to **Enable**
6. Press 
7. Press **Back** until you get to the main page

VOICEMAIL


ACCESSING YOUR MAILBOX

1. Press your **Voicemail** soft key  (on display)
2. Enter default **PIN** [provided by NATG], then press **#**


CHANGING YOUR PIN

3. Press your **Voicemail** soft key  (on display)
1. Enter default PIN [password previously provided by NATG], then press **#**
2. Press **3** for **Personal Options**
3. To change your PIN, press **2**
4. Enter a **4 – 10 digit PIN**, then press the **#** key when done
5. Press ***** to return to the main menu

RECORDING YOUR GREETING

4. Press your **Voicemail** soft key  (on display)
1. Enter your PIN, then press **#**
2. Press **3** for **Personal Options**
3. Press **1** to **Record** your voicemail
4. After listening to your current greeting, press **1** to record a **New** greeting
5. Record your greeting, press **#** when finished
6. After reviewing your greeting, press **1** to accept it

LISTENING TO MESSAGES

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

CHECKING YOUR VOICEMAIL REMOTELY

1. From an outside line **call your phone number**
2. When the voicemail greeting begins, press **#**
3. Follow the voice prompts, "Please **enter your extension**, Press **#** when done."
4. Follow the voice prompts, "Please **enter your PIN** code. Press **#** when done."
5. 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

