

PHONE OUTLINE:




- **Message Indicator** – Indicates message waiting
- **Line Keys** – Used to show active calls and feature keys
- **Softkeys** – Accesses the feature/function that appears on the display above them. Softkeys change
- **Navigation Keys** – Scroll through information or options displayed on the screen. + Access History and Directory
- **Mute Key** – Toggles the microphone on/off
- **Headset Key** – Toggles the headset mode on/off
- **Message Key** – Accesses voicemail
- **Redial Key** – Redials a previously dialed number
- **Speakerphone** – Toggles and indicates the hands-free mode.
- **Volume Key** – Adjusts the volume of handset, headset or speaker
- **X = Cancel Key** – Cancels actions, exits menus or rejects incoming calls
- **OK Key** – Confirms actions or answers incoming calls



For Online Video on step-by-step features click here: <https://vimeo.com/697489726>

PHONE INSTRUCTIONS


DIAL OUT:

- Lift **Handset** or press **Speaker** Key 
- Dial Number
- Press the **Send** softkey (on the display)

MUTE:

- To Mute yourself (You can still hear caller), press the **Mute** button 
- To Un-Mute yourself, press the illuminated **Mute** button 

ANSWERING A CALL:

- Pick up **Handset**
- Press the **Speaker** key  or
- Press the **Answer** softkey (on the display). This will answer on speakerphone

TRANSFER A CALL:

Warm/Attended Transfer (Allows you to introduce the call to the recipient before completing the transfer)

- While on an active call, press the **Trans** softkey (on the display)
- **Dial** the **number** you want to transfer the call to (internal or external)
- Announce call
- Press the **Trans** key again. Then **Hang up**

Blind Transfer (Transfers the call directly without prior notification to the recipient)

- While on an active call, press the **Trans** softkey (on the display)
- **Dial** the **number** you want to transfer the call to (internal or external)
- Press the **B Trans** key, then **hang up**

To cancel: Press the **Cancel** softkey

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

PERSONAL HOLD:

Holds call on your handset only

- With an active call, press the **Hold** softkey (on display)

To retrieve call: lift handset, press your flashing like key or press the **Resume** softkey

PARK HOLD:


Holds call system wide

- With an active call: press **Park** key; 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)

REDIAL:

With the handset in the cradle...

- Press **Redial** key 
- Press Up and Down arrows to review last 20 numbers you have called
- Pick up handset to dial number on display

CALLER ID:

- Press the **History** softkey (on display)
- The LCD screen displays all records
- Use < or > to switch among All Calls, Missed Calls, Placed Calls, Received Calls and Forwarded Calls
- Use < or > to scroll through calls
- On the selected number, you can press the Option softkey, and then select detail to view more information about the call or
- Press the **Send** softkey to call number

CONFERENCE CALL:

- Start a regular call with one of your contacts or any external number
- Press the **Conference** softkey (on display)
- **Call** the **next person** you would like to conference in
- Once call is connected, **press** the **Conference** softkey **again**

To End Conference: Hang up

DND:

- Press the **DND** key to activate **DND**. When active you will have a DND symbol  on your display

To Deactivate: Press the **DND** key again

CALL FORWARDING:

To turn Call Forwarding on:


1. Press the **Menu** softkey (on display)
2. Navigate to **Features**, press **OK**
3. Navigate to **Call Forward**, press **OK**
4. With **Always Forward** highlighted, press **OK**
5. See Always forward: Off, scroll > to **toggle On**
6. Scroll Down to **forward to** and **Enter** the **number** you want to transfer the call to
7. Press **Save**.

To turn Call Forwarding Off:

- Follow **steps 1 – 4**, and toggle to **Off**
- Press **Save**.

ADJUSTING RING & SPEAKER VOLUME:

To adjust Ring Volume:


- With the handset in the cradle, press the Volume button **Up** and **Down**  to adjust the volume

To adjust Handset & Speaker Volume:

- While on and active call, press the Volume button **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