ELEVATE
UNIFIED COMMUNICATIONS

PHONE OUTLINE

- Soft Keys
- Speaker Key
- Phone Key
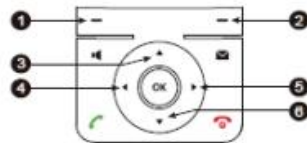- Transfer Key
- Personal Voicemail Key
- End Call Key
- Navigation Tool
- Mute Key

❶ Press the left soft key to access the call history.
❷ Press the right soft key to check the line status.
❸ Press ▲ to place an internal call.
❹ Press ◄ to decrease the ringer volume.
❺ Press ► to increase the ringer volume.
❻ Press ▼ to access the directory.

Displaying Information on the LCD Screen

The idle screen may be shown as below:

- Status Bar
- Signal Strength
- Battery Status
- Handset Name
- Soft Keys

The LCD screen is divided into three parts: Status Line, Text Line and Softkey Line.

THE INFORMATION SHOWN IN THE STATUS LINE:
1. On hook (idle) — displays the signal strength indicator, internal handset number and battery status.
2. Off hook — displays line ID.

THE INFORMATION SHOWN IN THE TEXT LINE:
1. On hook (idle) — displays handset name, time and date, caller information when receiving an incoming call and prompt messages.
2. Off hook — displays the dialed digits.

THE INFORMATION SHOWN IN THE SOFTKEY LINE:
1. On hook (idle) — displays History and Line.
2. Off hook — displays various options according to the context of the specific feature.

SIGNAL STRENGTH
Weak to strong:

No reception:

BATTERY STATUS
The battery status displays on the top right-hand corner of the LCD screen:

Icon	Battery Level
(IIII)	Full
(III)	High
(II)	Medium
(I)	Low
▬	Need Charging

ICON INSTRUCTIONS

Icons appearing on the LCD screen are described in the following table:

Icon	Description
↙	Received Call
↗	Placed Call
↙	Missed Call
▭	Voice Mail
🔒	Keypad Lock
🔇	Silent Mode
⊖	Do Not Disturb
↪	Call Forward
(II)	Call Hold
🔇	Call Mute
📞	Unassigned Outgoing Line
🔊	Loudspeaker On
🎧	Headset Mode On
👤+	Anonymous Call Allowed
👤×	Anonymous Call Rejection

PHONE INSTRUCTIONS

PLACING A CALL:
When the phone is not in use:
1. Dial an extension number or telephone number.
2. Press the green Call button
When you are already on a call:
1. Press the **Options** softkey and use the down arrow to select Hold and press **OK**. This will place the first call on hold and allow you to place a second call.
2. Press the **Line** softkey.
3. Press the **Dial** softkey.
4. Dial an extension number or telephone number and press the **Green c**all button.
5. To resume the original call, end your second call, and press the **Resume** softkey

ANSWERING A CALL:
a. Press the **Green Call** key or,
b. Press the **Accep**t soft key or,
c. Press the **Speaker** key or,
d. Press the **OK** key.

END A CALL:
- Press the **Red End Call** key

IGNORING A CALL
- Press the **Silence** softkey to send the caller to voicemail.

MUTE:
- While on a call, press the Mute button on the Handset.
- To unmute the call, press the Mute button again.

TRANSFERRING CALLS:
Blind Transfer:
1. While on a call, press the **Options** softkey.
2. Select Transfer and press the **OK** softkey.
3. Dial an extension number or telephone number and press the **Transfer** Softkey.
4. The call is automatically transferred.

Warm Transfer:
1. While on a call, press the **Options** softkey.
2. Select Transfer and press the **OK** softkey.
3. Dial an extension number or telephone number and press the **Green** Call button.
4. When the party answers, announce the call.
5. Press the **Transfer** softkey.
6. The call is automatically transferred.

PARKING CALLS:
Puts the call on a Global hold so other staff can answer from anywhere
To Parked a Call:

1. With the active call, press #7
2. The system will announce what park the call is on (for example, "call parked on 901").
3. The call is now parked.

To Retrieve a Parked call:

1. Dial Park extension (example, 901).
2. Press Phone Key.

HOLD:
Placing a Call On Hold:

1. While on a call, press the **Options** softkey.
2. Use the down arrow to highlight Hold and press the **OK** softkey. The call is now on hold.

Retrieving Calls On Hold:

1. Press the **Resume** softkey.

CALL WAITING
When an inbound call rings in, you will hear a beep tone emitted by your phone if it is already in use.
To Answer the Second Call:

1. Press the down arrow button to highlight the new call and press the **Accept** softkey, the original call goes onto Hold.
2. To switch back to the call on Hold, press the **Swap** softkey.

To Reject the Second Call:

1. Press the down arrow button to highlight the new call and press the **Reject** softkey, the caller goes

CALL HISTORY/REDIAL:

1. Press the History softkey
2. Press ▲ or ▼ to highlight the desired entry.
3. Press the **Phone** key or **Speaker** key to dial the number.

VOICEMAIL INSTRUCTIONS

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.

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