



*Communications, Inc.*

*Telephones for Business*

# **BCM Training Outline**

## **Telephone and Voicemail**

A 3D graphic consisting of several overlapping rectangular blocks in shades of red, blue, and grey. The text 'Desktop User Guide' is centered on the red blocks.

**Desktop User Guide**



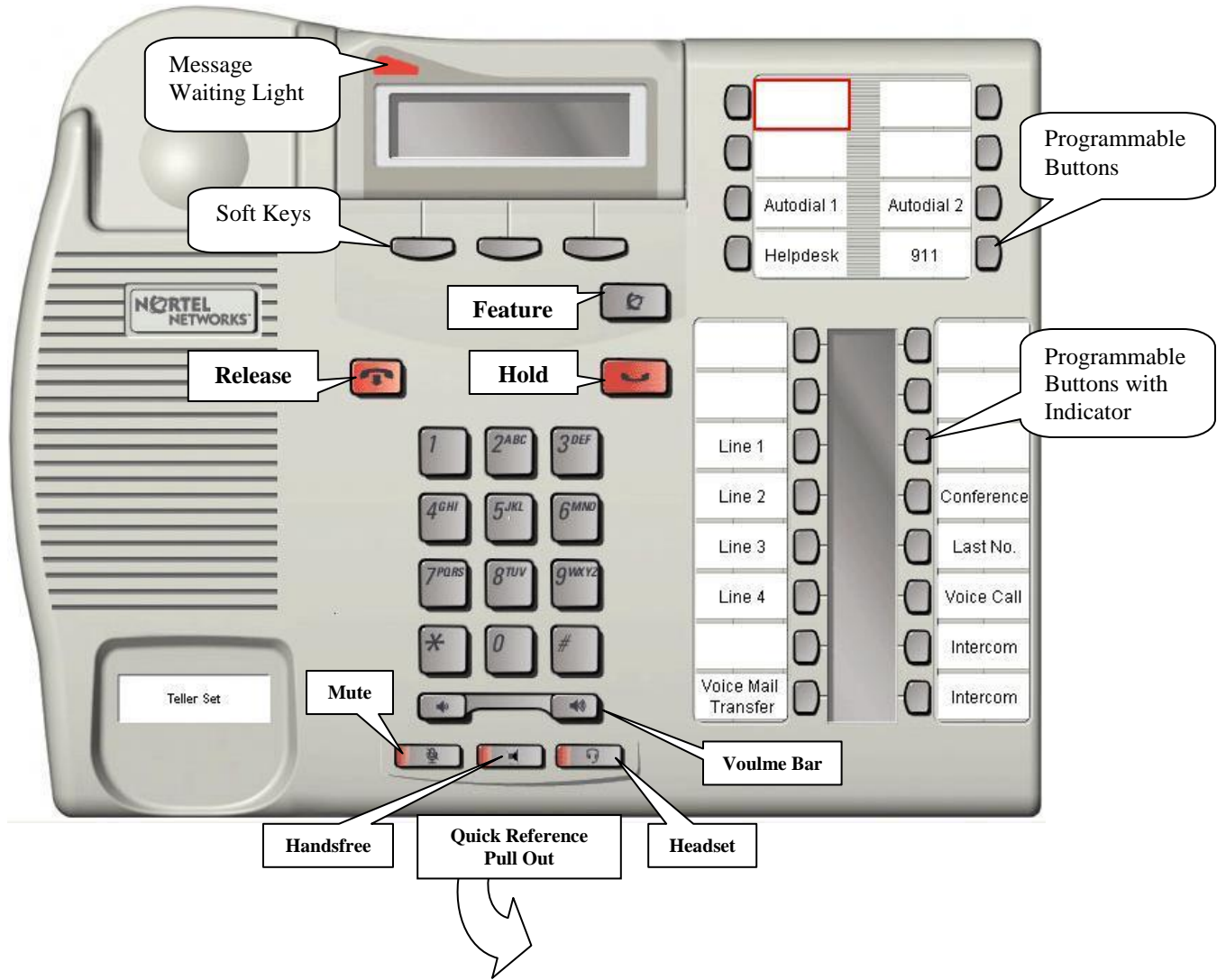
**Notes Page**



## Table of Contents:

Notes	Page 2
Table of Contents	Page 3
<b><i>Telephone:</i></b>	
Telephone Image	Page 4
Telephone Identification	Page 5
Making Calls	Page 6
Personalizing the Telephone	Page 7
Programming Memory Buttons	Page 8
Most-Used Features for All Users	Page 9
Conference Calling	Page 10
Call Display Services	Page 11
<b><i>Voice Mail:</i></b>	
Initializing your Mailbox	Page 12
Mailbox Commands	Page 13
Greetings	Page 14
Playing Messages	Page 15
Additional Features	Page 16





## Telephone Identification

**Telephone and Handset:** Lifting the handset will answer incoming calls the same as most telephones. Placing the handset in the cradle will release (hang up) calls the same.

### Identifying buttons:

**Soft Keys:** These buttons present features that may be used specific to the current use of the phone. i.e. If you're paging, options specific to paging will appear. If you're on a call, "Transfer" will appear as an option.

**Feature:** Virtually every function of the telephone is referred to as a "Feature". Redial, Page, Contrast Adjustment, Ring Type etc. are all accessed by entering a "Feature" code.

**Release:** Hanging up the telephone is best accomplished by pressing the "Release" key. This button will terminate any action that you may be involved with, or will simply end a call that you may be on. As seen in the above image, this is the button showing a handset going down. It's also referred to as "Rls" in various documents.

**Hold:** This button simply places a call on hold. It is the key with the image of an upside-down handset.

**Mute:** Mutes the microphone when using the handset or when using "Handsfree".

**Handsfree:** Pressing this allows the phone to be used as a "Handsfree" or "speakerphone".

**Headset:** Pressing this button puts the call onto the headset port, if a headset is present.

**Programmable Buttons:** Each of these buttons can be programmed for use as:

1. A speed dial key for outside calls.
2. A speed dial key for internal extensions.
3. To store common or regularly used "Features". i.e. "Last Number Redial"

**Programmable Buttons with Indicator:** These are "Programmable Buttons" that are located beside an LCD indicator. When any of these Lines, Extensions or Features are in use, there will be a small triangle or triangle-with-handset indicating which feature is in use or which state Lines or Extensions are in. (On Hold, Ringing, In Use)



## Making Calls

**Answering a call:** Picking up the handset while the telephone is ringing will answer that call. Outside calls will ring in on the “Line x” buttons, internal calls will ring in on the “Intercom” buttons. Pressing the “Handsfree” button will answer the ringing call in “Handsfree” or “speakerphone” mode.

**Making a call to another extension:** To make calls within the facility, use the “Intercom” keys. Press the intercom key and dial the extension of the party you wish to reach. If you have this individual programmed as an “internal autodial” or speed dial, simply pressing that button will ring their set. Pressing “Intercom” or an “internal speed dial” button while the handset is in the cradle will automatically put that call on “Handsfree”.

**Making an outside call:** To make calls outside of the branch, lift the handset and press one of the available “Line x” buttons to make your calls as you normally would with 1 + area code + phone number. (You may have to dial an access code like “9” depending on the service you subscribe to by the local telephone company).

## Transferring a Call

To send a call to another telephone within your system.

1. Make or answer a call.
2. Press **[Transfer]** or **[FEATURE] 70**.
3. Dial the extension of the person you want to transfer the call to.
4. Stay on the line if you wish to speak to the person first.
5. Hang up or press **[join]** to complete the transfer, or **[cancel]** to get the caller back.

\*If a transferred call goes unanswered, it will recall to your telephone.

## Putting a caller on hold

To temporarily suspend a call press **[HOLD]** (the key with the image of the upside down handset).

To retrieve a held call, press the line button for the held call.

Use **[FEATURE] [HOLD]** to place your call on exclusive hold which prevents other callers from retrieving your call.

\*After the hold recall timer expires, your phone will “recall” you reminding you that you have caller on hold.

## Hang up or Release

To disconnect from a caller or function, either replace the handset in the cradle or press the **[RELEASE]** key (the button with the image of the handset going down).

## Switching between Handset and Handsfree

To switch from a traditional call using the handset, to a handsfree speakerphone call, press the **[HANDSFREE]** button (with the image of a speaker on it) beneath the keypad. To switch back, simply lift the handset.



## Personalizing the telephone:

**Contrast adjustment:** [FEATURE] \*7 plus a number from 1 to 9 to adjust the display contrast. Press [HOLD] to set your choice.

### Dialing modes: FEATURE \*82

Use the following steps to choose one of three modes of dialing listed:

1. Press [FEATURE] \*82.
2. Press # to select the mode.
3. Press [HOLD] to store the mode.

**Standard Dial:** Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.)

**Automatic Dial:** Dial the number without choosing a line button first. Your prime line is selected automatically for the call.

**Pre-Dial:** Dial the number, then press a line button to place the call. Edit the number by pressing the volume bar before placing the call.

### Ring type: FEATURE \*6

Select a distinctive ring to help differentiate between your telephone from others nearby.

1. Press [FEATURE] \*6.
2. Enter the ring type number (1 to 4).
3. Press [HOLD].

### Ring volume: FEATURE \*80

Pressing [FEATURE] \*80 makes your telephone ring so that you can adjust the volume. You also can adjust the volume any time your telephone rings.

### Speed dial - programming

To program personal speed dial numbers:

1. Press [FEATURE] \*4.
2. Enter a two-digit code from 71 to 94.
3. Specify the external line by pressing a line button, a line pool button, or the intercom button. If you do not specify the external line, the system automatically chooses a line for the call.
4. Dial the telephone number you want to program (up to 24 digits).
5. Press [HOLD].
6. Record the code and number you have just programmed.

**Note:** You cannot program personal speed dial numbers while another user is programming your system.

### Pause: FEATURE 78

Program in an external autodial sequence to insert a 1.5 second delay.



## Programming memory buttons:

### External Autodial: FEATURE \*1

1. Press [FEATURE] \*1.
2. Press a memory button. (Programmable button, with or without indicator.)
3. Dial the external number.
4. Press **OK** to store the number.
5. Label your new button.

### Internal Autodial: FEATURE \*2

1. Press [FEATURE] \*2.
2. Press a memory button. (Programmable button, with or without indicator.)
3. Dial the extension number.
4. Press **OK** to store the number.
5. Label your new button.

### Storing a Feature to a button: FEATURE \*3

1. Press [FEATURE] \*3.
2. Press a memory button. (Programmable button, with or without indicator.)
3. Press the [FEATURE] button and enter the feature code.
4. Press **OK** to store the feature code.
5. Label your new button.

### Erasing a button:

1. Press [FEATURE] \*1.
2. Press a memory button. (Programmable button, with or without indicator.)
3. Press **OK**.

### Button Inquiry: FEATURE \*0

Press [FEATURE] \*0 to check what is programmed on any button. Use when labeling buttons.





## Most-used Features for All Users:

### Call Duration Timer: [FEATURE] 77

Briefly display the approximate length of your current or most recent call.

### Call Park: [FEATURE] 74

Put a call on hold to enable you to answer the call from any telephone in your system. The display shows a three-digit retrieval code. To retrieve a parked call: press an intercom button and dial the retrieval code.

### Last Number Redial: [FEATURE] 5

Automatically redial the last external telephone number that you dialed.

### Ring again: [FEATURE] 2 (To Cancel: [FEATURE] #2)

Monitor a busy or unanswered telephone, or a busy line pool within your system. Ring Again signals you to call back when the telephone or line pool becomes available.

### Voice call: [FEATURE] 66

Make a voice announcement, or begin a conversation through the speaker of another telephone, without first making the other telephone ring. (Places the called set into a 2-way “handsfree” call with the caller.)

### Voice call Deny: [FEATURE] 88 (To Cancel: [FEATURE] #88)

Prevent your telephone from receiving voice calls

### Internal page: [FEATURE] 61 and zone (0 to 6)

Make a page announcement to all, or to a specific group of telephones, through the telephone speakers. **Zone 0 pages all zones.**

### Call pickup (group): [FEATURE] 75

Answer a call that is ringing at another telephone within your pickup group. The external call that has been ringing the longest is answered first.

### Do not disturb (DND): [FEATURE] 85 (To Cancel: [FEATURE] #85)

Prevent calls from ringing at your telephone.

### Static time and date: [FEATURE] 806

Change the first line of the display to the current time and date.

### Call Forward: FEATURE 4 (To Cancel: FEATURE #4)

Send your calls to another telephone in your system.

### Speed dial - using: FEATURE 0

Dial an external telephone number using a two- or three-digit code. There are two types of speed dial codes: system (01-70 or 001 to 255) and personal (71 to 94). System speed dial codes can be used from any display telephone in the system. System speed dial codes are assigned by your System Administrator. Personal speed dial codes are used exclusively at your telephone.

#### To make a call using a speed dial code:

1. Press [FEATURE] 0.
2. Enter the two- or three-digit code for the number.

### Link (Flash): FEATURE 71

Generate a Link signal to access a PBX or other host exchange feature.



## Conference Calls

### Conference: FEATURE 3

#### Establish a three-party conference call.

1. Make or answer the first call.
2. Put the first call on **[HOLD]**.
3. Make or answer the second call.
4. After the second call is connected, press **[FEATURE] 3**. (Or the **[CONFERENCE]** button)
5. Press the line or intercom button of the first held call.
6. Press **[RELEASE]** to end the conference call.

#### Establish a multi-party conference call (4 or more people; maximum 18).

1. Follow the steps to establish a three-party conference call.
2. Press the **New call** softkey, or press **[FEATURE] 807**. You can also use the Intercom key if your set has one.
3. After the fourth call is answered, press **[FEATURE] 3**, and press the held line.
4. Put the fourth call on hold and repeat steps 2 and 3 to add more calls to the conference.
5. Press **[RELEASE]** to end the conference call.

#### To remove yourself from a conference permanently (unsupervised conference):

Press **[FEATURE] 70**.

The other two callers remain connected. (Some external lines may not support this feature.)

#### To put a conference on hold:

Press **[HOLD]**. The other callers can still talk to each other.

#### To split a conference:

Press the line or intercom button of one caller to consult privately while the other caller is on hold.

**Note:** This feature is not available for multi-party conference calls.

**To re-establish the conference:** Press **[FEATURE] 3**.

#### To disconnect one party:

1. Press the line or intercom button for the caller you want to disconnect.
2. Press **[RELEASE]**.
3. Press the line or intercom button to resume your conversation with the other caller.

#### To independently hold two calls:

1. Press the line or intercom button of the first caller.
  2. Press **[HOLD]**. The second caller is automatically put on hold.
- Note:** This feature is not available for multi-party conference calls.

#### To re-establish the conference:

1. Retrieve one call from hold.
2. Press **[FEATURE] 3**.
3. Retrieve the second call from hold.



## Call Display Services (if equipped)

### Call log - options: FEATURE \*84

Press [FEATURE] \*84 to select the type of calls that are stored automatically in your Call Log. Press # to see the next setting. Press [HOLD] to select the displayed setting.

### Call log - view: FEATURE 812

Call Log displays use the following special characters:

- Underline: identifies a new item
- Handset icon: identifies answered calls
- Globe icon: identifies long-distance calls
- Forward slash: identifies that the information has been shortened

#### To view your Call Log:

1. Press [FEATURE] 812.
2. Press \* to view old items.  
Press # to view new items.  
Press 0 to return to the last viewed item.
3. Press # and \* to move through your items.
4. Press the volume bar to view more information on an item.

### Call information: FEATURE 811

Press [FEATURE] 811 to display the name, number, or line name of a ringing or held call. Press # to move through the information displays. You can view information for active calls as well as ringing and held calls

**Note:** If your telephone does not have access to all the features listed in this guide, then either your telephone does not support the feature, or the feature has not been enabled on your telephone. Your system administrator can provide details.



## Voice Mail System

### Before you begin:

There are 3 things every user will need for their mailbox:

1. Password
2. Recorded Name (This is a name only, used for the “Company Directory”.)
3. Greeting (This is the greeting you record for callers to hear, prompting them to leave a message.)

### Initializing the Mailbox:

*This is required the first time a user accesses their mailbox. You will want to have a password picked out at this time. You will also need to use the handset to record your name for the directory properly. You will be immediately prompted for the password and name or “Company Directory” recording.*

Press [FEATURE] 981

Enter the default password of 0 0 0 0 and press OK or #.

At the prompt, enter your new password from four to eight digits long that does not start with zero.

Press OK or enter #.

Enter your new password again and press OK or enter #.

A prompt on the display will instruct you to “record name” and a tone will play in the handset to begin recording.

Press # to end recording.

You may follow the prompts to “Play” or “Record” the name again.

-Or-

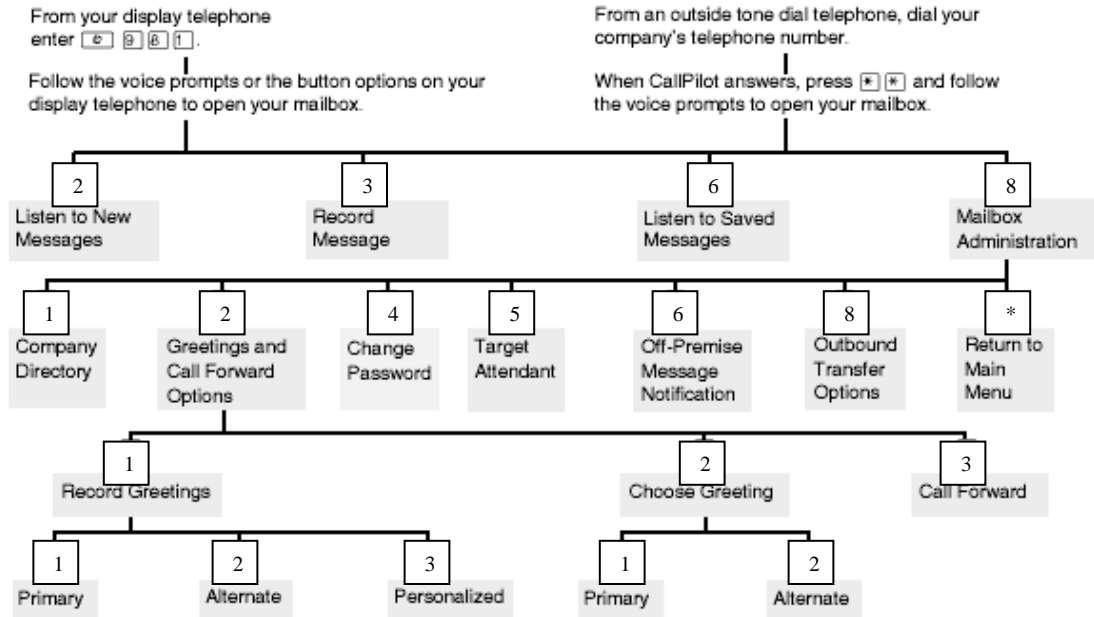
Press # to accept recording.



## Opening your Mailbox: Feature 981

Press [FEATURE] 981 on your display telephone to access your mailbox menus. Refer to the *Mailbox commands* illustration in this guide to review some mailbox menus.

### Mailbox commands



### Voice Prompts and navigating the voicemail with your telephone:

- Use the display button *or* the dial pad to enter a command.
- The “voice prompt” plays after a five second delay. (The “voice prompt” is the built-in operator that informs you of the available options.)
- When there are more than three options, or you do not know what the options are, wait for the “voice prompt” to state the options.
- Press # on the dial pad to interrupt a voice prompt.
- If you do not choose an option after five seconds, the voice prompt plays the options. If you do not choose an option, the session ends after another five seconds passes.



## Mailbox greetings

There are three types of Personal mailbox greetings: Primary, Alternate and Personalized.

### Primary mailbox greeting

This is your everyday mailbox greeting. In this greeting include your name, mailbox number and a brief message explaining to callers that you are unable to answer their calls.

### Alternate mailbox greeting

This is a special greeting for times when you are away from the office or on vacation.

### Personalized mailbox greeting

Up to three Personalized mailbox greetings are available when your company subscribes to Caller ID (CLID) services from your local telephone company. A Personalized mailbox greeting plays to callers based on the caller's telephone number. CallPilot recognizes the assigned incoming telephone number and plays the Personalized mailbox greeting.

Use the *Mailbox commands* illustration as a guide when you record your greetings.

### Recording Tips

- Use your handset, not the Handsfree feature.
- Speak clearly and at a pace that is easy to understand.

### Recording a mailbox greeting:

(Follow the chart on page 10.)

1. Access your mailbox with [FEATURE] 981
2. Enter password and press OK.
3. Press Admin.
4. Press Greet
5. Press REC
6. Select greeting you wish to record.
7. Follow prompts for accepting or re-recording.

### Select a mailbox greeting

After you record Primary and Alternate greetings, you must select a greeting to play. If you do not select a greeting, the Primary greeting plays automatically. If you choose the Alternate mailbox greeting, you are asked whether the mailbox accepts messages. If you choose Y (yes) your mailbox receives messages in the usual way. If you choose N (no):

- Messages cannot be left in your mailbox.
- The Alternate mailbox greeting takes precedence over all other greetings.

Personalized greetings will be played for up to three specific external telephone numbers instead of the Primary or Alternate greetings. Use the *Mailbox commands* illustration as a guide when you choose a greeting.

### About your mailbox password

Change your mailbox password every 30 days. Your mailbox password keeps your voice messages private and confidential. Choose an uncommon password (not 1111 or 1234) that is from four to eight digits long and does not start with zero. Use the *Mailbox commands* illustration as a guide when you change your password.



## Playing Messages

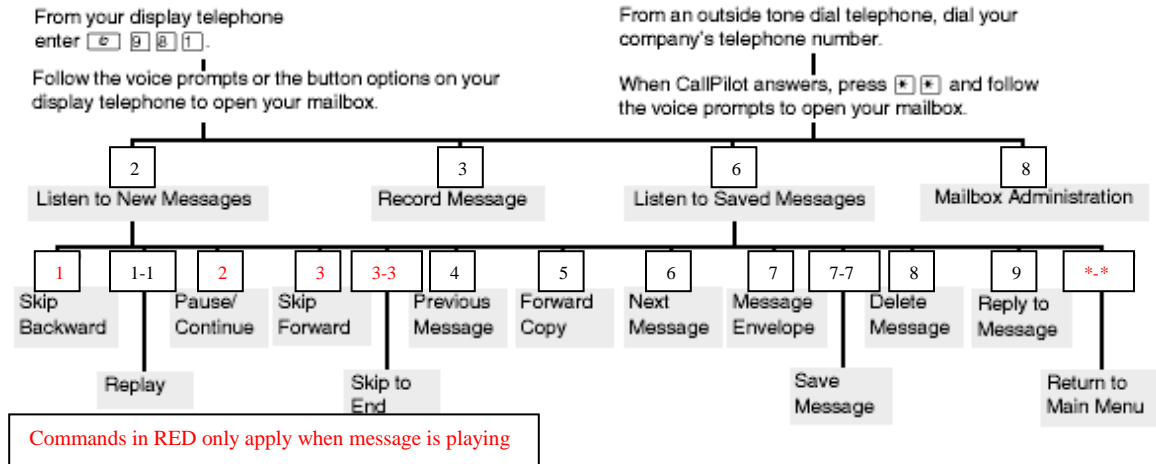
You are notified of a new message in your mailbox when the red light located at the top of the display is lit and the display shows “Message For You”.

Using the prompts (soft keys) on the display:

Press “MSG” and the display shows that VoiceMail called.

Press “Call” to access your mailbox. (This is the same as entering [FEATURE] 981.)

Enter password.



### Retrieving a deleted message

You can retrieve a deleted message if you are still in a CallPilot session. A deleted message remains in your mailbox until you end your current CallPilot session.

After you delete a message, the number of new or saved messages shown on the display decreases by one.

Press **PLAY** or **2** to listen to your deleted messages.

When you play your deleted message, you have the option to save it. If you end the current session without saving the deleted message, it is permanently deleted from your mailbox.



## Additional Voicemail features:

### Leaving A Message for another mailbox: Feature 980

Press [FEATURE] 980 on your display telephone to record and send a message directly to a mailbox without calling the extension.

### Call Forward to Voicemail: Feature 984

Press [FEATURE] 984 on your display telephone to forward calls directly to your mailbox.

### Transfer To mailbox: Feature 986

To transfer a call to a mailbox from your telephone:

*(Note: This feature is executed while the caller is on the phone, not on hold.)*

1. Press [FEATURE] 986
2. Enter the mailbox number.
3. Wait until the display shows Call transferred before you use other features.

### Interrupt: Feature 987

*This intercepts a caller who is listening to your mailbox greeting or leaving a message.*

Press [FEATURE] 987 on your telephone to intercept the caller who is in your mailbox.

You can program this feature code to a memory button with an indicator on your display telephone to indicate when a caller is accessing your mailbox.

Press the Interrupt ([FEATURE] 987) button to intercept the call.

### Record A Call: Feature 989

Record a telephone call and store the recorded call in your mailbox.

Before you activate the "Record A Call" feature, ask the parties on the call for permission to record it. The System Administrator must enable the Call Record feature. In some areas Record A Call is not available as it contravenes local laws.

**Note:** If your telephone does not have access to all the features listed in this guide, then either your telephone does not support the feature, or the feature has not been enabled on your telephone. Your system administrator can provide details.



***Communications, Inc.***

*Telephones for Business*

***330-645-4169***

