

iTelework

Client Phone “How To”

2010-08-19 22:08:21 landon

SET UP OR CHANGE VOICEMAIL

- 1) Pick up the receiver or press the speaker button
- 2) Press the “messages” button (or extension number and the “Dial” display key)
- 3) Enter your password and # (Password is always your extension – # is optional, signals you are done entering info)
- 4) Press 0 for mailbox options (The table below has the following mailbox options)

Option 1. TO RECORD UNAVAILABLE MESSAGE (optional)

Speak message then press #

1. Accept
2. Listen to record message
3. Re-record message

Option 2. TO RECORD BUSY MESSAGE (optional)

Speak message then #

1. Accept
2. Listen to recorded message
3. Re-record message

Option 3. TO RECORD FULL NAME

Speak full name then #

1. Accept
2. Listen to recorded message
3. Re-record message

Option 4. TO RECORD TEMPORARY MESSAGE

1. Record temp greeting

Speak greeting then #

1. Accept
2. Listen to recorded message
3. Re-record message
2. Erase temporary message

Option 5. TO CHANGE PASSWORD

Enter new password followed by the # key

Reenter password # key

Password successfully changed

RECOMMENDATIONS:

- 1) Record your full name (Option 3)
- 2) Record a Temporary message (Option 4) and it will be used for all message instances: Unavailable, Busy, Etc

CHECKING VOICEMAIL AND VOICEMAIL OPTIONS

- 1) Pick up the receiver or press the speaker button
- 2) Press the “messages” button (or extension number and the “Dial” display key)
- 3) Enter your password and # (Password is always your extension – # is optional, signals you are

done entering info)

Option 1) To listen to message:

When listening to your messages the phone will inform you when the call came in and where it came from.

– If you hit the number 1 at this point it will jump the message itself.

– If the message is playing you can hit the # button to move forward in the message or * to move back.

Option 2) Changes Folders – The user can change where messages are saved, Work, Home folders, ect.

Option 7) To delete the message.

Option 8) To forward the message.

Option 9) To save a message, which is the same as skipping, but it will not delete.

CHECKING VOICEMAIL FROM A CELL PHONE / HOME

1) Dial into your office number

2) Access your extension by either being forwarded or through the menu options

3) When your message starts playing hit * and then your password

4) This will allow you to access your voicemail and settings without having to be at your desk phone.

REDIAL LAST NUMBER DIALED

1) Pick up the receiver and press “Re-dial” on the digital display.

REDIAL ANY MISSED / RECEIVED / PLACED CALLS

1) Select the directories button located on the right hand side of the phone.

2) Select the category you would like displayed.

3) Scroll up or down to see the numbers under each category.

4) Select dial to place call.

ACTIVATE CALL FORWARDING

1) With the phone on the receiver select Call Forwarding on the digital display menu bar.

2) Place in the number or extension you wish to forward to.

3) Select accept.

4) All calls will now forward to that number or extension.

5) On the bottom of the display it now shows that calls are forwarded.

6) To remove forwarding simply select CFwdall and this will deactivate call forwarding.

ALTERING “RING TONE”

1) Select the “settings” button on the right hand side of the phone.

2) Select or scroll down and select #2

3) Select or scroll down and select the “Ring Tone” desired.

Note: The “24” ring tone is #8 at the bottom of the list.

5) Select “OK” on the digital display.

6) Select “Back” on the digital display to end.

HOW TO TRANSFER CALLS

TRANSFER CALLS:

Blind Transfer – Instantly transfers call

1) Answer phone

2) Hit the more button on the “digital display” (4th Soft-Key)

3) Select “BlndXfr” on the “digital display” (3rd Soft-Key)

4) You will now be prompted for the phone extension you wish to send the call to

5) After pressing “Dial” you can hang up (3rd Soft-Key)

Transfer – Allows the person transferring the call to announce the person being transferred

- 1) Answer phone
- 2) Hit the more button on the “digital display” (4th Soft-Key)
- 3) Select “Transfer” on the “digital display” (1st Soft-Key)
- 4) You will now be prompted for the phone extension you wish to send the call to
- 5) Press “Dial” (3rd Soft-Key)
- 6) Now you are able to communicate with the person you are transferring to
- 7) Press “Transfer” to transfer the call (3rd Soft-Key)

Note: If the voicemail message starts you can still transfer the call

- 8) Hang Up
- 9) If you end up not transferring, press “End Call” and then “Resume”, you will be reconnected to the original caller

PLACE A CALL ON HOLD:

- 1) When you answer a call and pick up the receiver “HOLD” will appear in the “digital display”
- 2) You can toggle calls on and off hold as desired.
- 3) If a new call comes in while you are on the phone, by hitting the “Answer” button in the “digital display” Call 1 will be placed on hold and Call 2 will be answered.
- 4) You will be able to place Call 2 on hold by following steps 1 & 2 and can use the “line toggle” keys found on the right side of the phone displaying the current lines being used.

Select the Settings button on the right hand side of the phone to see the following menu items:

- 1) Contrast (adjust the contrast of the phone display)
- 2) Ring Type (select additional “Ring Types” for the phone main ring)

DIRECTORY SETUP

- 1) Press the “*Directories*” button
- 2) Press 4 on the keypad or arrow down to “*Personal Directories*” and hit “*Select*”

First Entry:

- 3) There will be 2 options on the soft keys, *Add* and *Exit*
- 4) Press *Add*
- 5) There will be two fields to be keyed in
- 6) *New Name*: place in the desired name or nick name here
 - Text entry is similar to text entry on a cell phone
- 7) Use the Arrow Down key to enter in the Phone Number
- 8) *New Phone*: be sure to press the *Number* soft key
- 9) *More*: If more is pressed there will be navigation keys available
 - << is cursor back
 - >> is cursor forward
 - ← is Delete

- 10) When finished be sure to press the *Save* soft key

Additional Entries:

- 3) Once at the “*Personal Directories*” press “*More*” on the Soft Keys
- 4) Press *Add*
- 5) There will be two fields to be keyed in
- 6) *New Name*: place in the desired name or nick name here
 - Text entry is similar to text entry on a cell phone
- 7) Use the Arrow Down key to enter in the Phone Number
- 8) *New Phone*: be sure to press the *Number* soft key
- 9) *More*: If more is pressed there will be navigation keys available

- << is cursor back
- >> is cursor forward
- ← is Delete

10) When finished be sure to press the *Save* soft key

- If it isn't there press *More* until it shows

SPEED DIAL

1) Press the "*Settings*" button

2) Press *6* or arrow down to "*Call Preferences*" and press "*Select*"

3) Press *9* or arrow down to Speed Dial Lines

4) Displayed are the available lines to the right, if all lines are configured or taken up there will be none available.

- If all lines are already configured and would like less lines configured please contact iTelework for Assistance at 425.296.7099 or send an email to Support@iTelework.com

5) Press "*Edit*" on the preferred line

6) *New Label*: place in the desired name or nick name here

- Text entry is similar to text entry on a cell phone

7) Use the Arrow Down key to enter in the Phone Number

8) *New Number*: be sure to press the *Number* soft key

9) Press "*Accept*" when finished

WE DO NOT RECOMMEND ACCESSING ANY OTHER SETTINGS THAN THE ONES ON THIS LIST