



Phone System Quick Reference



Depending on the phone model that you have, you may have a button for common functions such as voicemail, hold, transfer, etc.

Every phone has an alternate way to get to the feature using a combination of an asterisk and/or a number combination if it does not have the button to do so. Both methods will be shown in this list.

Phone Cheat Sheet		
<u>Feature</u>	<u>Button (Model Specific)</u>	<u>Dial Code</u>
Hold	Hold	N/A
Pickup from Hold	Resume	N/A
Speakerphone	Speaker	N/A
Check Voicemail	Message > (Enter your PIN) > # > *	9999
Check another Extension's Voicemail	Message > # > (Extension) > (Enter the PIN of that Extension)	9999
Change Greeting	Message > (Enter your PIN) > # > 9 > 8 > 0 > Record Message > # > 0 (Saves Message)	9999
Set Self Identification Message	Message > (Enter your PIN) > # > 9 > 5 > 0 > Say your full name > # > 0 (Saves name)	9999
Transfer: Assisted	Transfer> Extension or Phone # > Send or Wait 5 seconds > Wait for remote party to answer the phone > Transfer	N/A
Transfer: Blind	Transfer> Extension or Phone # > Transfer	N/A
Transfer: To Voicemail	Transfer> *4 + Extension > Transfer	*4
Do Not Disturb On	DND	N/A
Do Not Disturb Off	DND	N/A
Call Forward On	Menu -> Features -> Call Forward -> Forward option use wish to use -> Specify number to Forward to and enable -> Save	N/A
Call Forward Off	Menu -> Features -> Call Forward -> Forward option use wish to dissable -> dissable -> Save	N/A
Park a Call	While on the phone with the caller > Transfer > *0 (+ line number)	*0
Pickup a Park Call	While not on a call > *1 (+ line number where the call was parked)	*1
Conference a Call	While on the phone with the caller > Conf > Extension or Phone # > Send > (When new person answers) Conf	N/A
Remote Call Pickup	While not on a call and target phone is currently ringing > *20* + Extension > Send	*20*
View Call History	History -> Press Left and Right to Cycle through the following filters All, Dialed, Received, Missed, Forwarded	N/A
Intercom	# + Extension > Send	#

Voicemail Prompts	Voicemail options menu
<p>Press * to play your unread messages.</p> <p><u>During playback of voice mail, you have these options</u></p> <p>0 - Skip to the next message</p> <p>1 - Skip to the previous message.</p> <p>2 - Repeat current message.</p> <p>3 - Delete the current message and automatically go to the next message.</p> <p>4 - Call Back</p> <p>5 -Forward message to another extension</p> <p>9 - To go to the Voice mail options menu</p> <p># - To hang up the call</p>	<p>4 - to delete all messages</p> <p>5 - To record your name (used for call by name)</p> <p>6 - To play mailbox information</p> <p>7 - To change pin number</p> <p>8 - To change your voice mail greeting</p> <p>9 - To repeat the prompt</p> <p># - To exit the call</p>