

Margaret Adorjan & Associates – Telephone System Manual

Making Calls:

Outside Calls:

Dial 9 and then the number you are dialing.
(For long distance, dial 9 + 1 + Area Code + Number)

Internal Calls:

Dial the 4 digit internal extension of the person you are trying to reach
(All internal extensions start with 31 or 32)

Receiving Calls:

If your phone does a *double-ring* pattern, it is an *internal call*.
If your phone does a *single ring*, it is an *outside call*.
Just pick up the handset and you'll be connected to your caller.

Configuring Voicemail:

FIRST TIME SETUP:

From YOUR phone, press OPEN VM and enter the default password 0000 and press # (pound). (Skip to next paragraph to continue)

---OR---

From someone else's phone, press OPEN VM and press "OTHR" on the LCD screen. Enter your extension number followed by the default password which is 0000 and press # (pound).

The system will prompt you to enter a NEW four digit password. Type it in and press the OK button below the LCD Screen. The system will prompt you to enter it *again* to confirm. Enter your new password again and press OK on the LCD Screen. Next, the system will prompt you to record your name. It will automatically beep and begin to record your full name ... I recommend picking up the handset to do so. If you miss the beep, press the "Retry" button on the display and say it again after the beep. When finished speaking your full name, press "OK" and then you can choose to Play it back to make sure it sounds ok. If you are satisfied with the recording, press OK ... if not, press RETRY ... repeat as needed and press "OK" to accept.

ADDITIONAL CONFIGURATION:

To record your greeting

Press the ADMIN button on the display.

Press GREET

Press REC

Press PRIME for primary greeting (you can set up additional ones later)

Begin recording at the tone and press OK when finished or RETRY to start over.

If you make a mistake and need to return to the previous step at any point, you can do so by pressing * (STAR)

Voicemail Setup (Continued)

To set up Message Notification

If you set up Message Notification, the phone system will call you on whatever number you specify and tell you that you have a new voicemail in your box. The notification **MUST** be to a local number.

1. Press OPEN VM
2. Enter your password and press pound or OK
3. Press ADMIN
4. Press 6
5. Press ADMIN
6. For “Notify 1: phone” menu, press CHNG
7. At the “Destination” menu, press PHONE
8. At the “Ph:” prompt, enter 9 and the notification number and press OK.
9. The system will now show the number, press OK again to confirm that it is correct. Press * to return to the previous menu or press the red hangup button to disconnect.

To set up outbound transfer from your mailbox:

Instead of having all of your calls transferred to your cell automatically, you may choose to give callers the option of being transferred to your cell phone when they reach your voicemail box. *For example: “Hello, you’ve reached the voicemail box of Joe Shmoe. I’m sorry that I can’t take your call right now. If you’d like to be connected to my cell phone, press 7 ... or leave a message after the tone and I’ll get back to you as soon as I can.”* If the caller presses 7, they are connected to whatever number you programmed as your outbound transfer number.

1. Press OPEN VM
2. Enter your password and press pound or OK
3. Press ADMIN
4. Press 8
5. Press ADMIN
6. At the “Destination” prompt, press PHONE
7. At the “Ph:” prompt, enter 9 and the notification number and press OK.
8. The system will now show the number, press OK again to confirm that it is correct
9. At the “Transfer” menu, push the CHNG button to toggle the feature ON & OFF.
10. Press QUIT to return to the main mailbox menu.
11. Press the red hangup button to disconnect.

If you turn this feature on, you must tell your callers in your voicemail greeting that they can press 7 to be transferred to you.

Listening to Voicemail:

After you have completed the first time voicemail setup:

From YOUR phone, press OPEN VM and enter the default password 0000 and press # (pound). (Skip to next paragraph to continue)

---OR---

From someone else's phone, press OPEN VM and press "OTHR" on the LCD screen. Enter your extension number followed by the default password which is 0000 and press # (pound).

---OR---

From outside the office: Dial the Voicemail Access number, 681-3188. When the autoattendant picks up, press ** (STAR STAR). The system will now prompt you to enter your extension number and password (as one 8 digit string of numbers) and press # (POUND).

2 Listen to New Messages

- 1 Skip Backward
- 11 Replay from beginning
- 2 Pause / Resume
- 3 Skip Forward
- 33 Skip to End
- 4 Previous Message
- 5 Forward copy of message to another mailbox
- 6 Next Message
- 7 Message Info (Date/Time & Caller ID Info)
- 8 Delete
- 9 Reply (Returns the call based on the caller ID info.)
You may need to press 9 to insert a 9 before the number. Press # to dial the number shown on your screen.

2 Record a new message (to deliver inside the office)

6 Listen to Saved Messages

- i. Options are the same as listening to new messages. See above.

8 Mailbox Administration

- 1 Record your name for the company directory.
- 2 Greetings and Call Forwarding options
- 4 Change Password
- 6 Message Notification
- 8 Outbound Transfer
- * Return to previous menu

Voicemail Interrupt: FEATURE 987 (“Feature” is the gray button above hold button)

If you just missed a call that has gone into your voicemail box, you can interrupt the caller while they are listening to your greeting or while they are leaving you a message. If you use this feature, you will be connected to the caller immediately.

Transferring Callers:

External Transfers (such as a cell phone):

Press **TRANSFER, 9, number to forward to, and hang up.**

For example: Transfer 9 2231446 <hang up>

Internal Transfers

Typically, we don't do this ... we park the call and let the person know the call is holding for them by either calling their extension or by paging them. See the sections for call parking and paging below.

Press **TRANSFER and enter the 4 digit extension number.**

Voicemail Transfers:

If the caller wishes to leave a voice message for someone:

Press **TRANSFER V.M. and enter the 4 digit extension number.**

Parking Calls and/or Placing them on HOLD.

IMPORTANT NOTE: If you place a call on HOLD (using the orange HOLD button with an upside-down telephone handset on it), it is **ONLY AVAILABLE ON YOUR PHONE.** No one else can pick it up. Calls for other people should be placed on PARK.

Place a call on HOLD:

Press the HOLD button. Whichever INTERCOM line you were on will be placed on HOLD and the corresponding indicator will be flashing. You may use your other INTERCOM lines to place other calls. To return to the call on HOLD, press the appropriate flashing INTERCOM button.

Place a call on PARK:

Press the CALL PARK button and look at the display to see what PARK number the call was put on. Contact the person the call is for and tell them to dial that park number. The park numbers begin at 101 and go up as the slots get used up.

PAGING:

Continued on next page:

Paging:

Please keep paging to a minimum! Before paging, please try to reach the person AT THEIR DESK!

Page Zone:

Pick up your handset. Press PAGE ZONE. Press BOTH button on the display. Enter the zone #.

ZONE 1 = Margaret & Audrey's Office

ZONE 2 = Reception / Upstairs / South Wing

ZONE 3 = Building Next Door

Speak whatever your message is and then **PRESS THE ORANGE HANGUP BUTTON** before hanging up the handset to prevent the crashing noise of hanging up the handset from going out over everyone's phones.

Please Note: The CONFERENCE ROOM is not included in any of the Page Zones. The Conference room IS included if you PAGE ALL.

Page All:

Pick up your handset. Press PAGE ALL and speak your message. **PRESS THE ORANGE HANGUP BUTTON** before hanging up the handset to prevent the crashing noise of hanging up the handset from going out over everyone's phones.

Voice Call: To initiate an internal call directly to someone's speakerphone (without giving them the option of ignoring the phone) press FEATURE (gray button above HOLD key) : **FEATURE 66 + 4 digit extension number (press the orange hang-up button before hanging up!)**

Conference Calls:

Establishes a conference call between yourself and two other parties.

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.
5. Press the line or intercom button of the first held call.
6. Press release to end the conference call.

To remove yourself from a conference permanently:

1. Press **Feature 70**. The other two callers remain connected.

To put a conference on hold:

1. Press **HOLD**. The other two 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. To re-establish the conference press **Feature 3**

To disconnect one party:

Press the line or intercom button of the caller you want to disconnect then press Orange hangup key. Press the line or intercom button of the remaining caller to resume your conversation.

Adjust Speakerphone (and Paging) volume:

While using your speakerphone, use the volume bar beneath the numeric keypad.

Adjust Ringer Volume:

Press FEATURE *80 and use the volume button beneath the keypad.

Adjust Ringer Type:

Allows you to set a different ring tone (so that you can distinguish between your phone ringing and that of others nearby) Press FEATURE *6 and hit the NEXT button on the display to cycle through the 4 ringer options. Press OK to select the one you want.

Do Not Disturb:

If you do not want anyone to disturb you with an incoming call (if you are with a client or on your cell phone), press the DND button on your phone (or FEATURE 85). To turn DND off, push the DND button again, or FEATURE #85.

Priority Call (DND Over-ride):

If you have a very important call and must get through to somebody who has their DND turned on, you can over-ride the DND by pressing FEATURE 69 and entering their extension number.

Show current time (while on a call): Feature 803**Show call duration (while on a call): Feature 77****Pick Up another ringing phone:**

Press CALL PICKUP and push the button (or enter the extension) for the phone you wish to answer. For example, the floor person can answer Pat's phone by pressing CALL PICKUP and then pressing PAT from their own phone.

These instructions will be modified / improved as needed. Please check the agents web site <http://agents.margaretadorjan.com> for the most up to date instructions, as well as the list of new extensions and telephone numbers!