

## Voicemail Features

<b>1</b> <b>New Messages</b> 1 Save 2 Replay 3 Forward to User 4 Delete 5 Skip 6 Reply 7 Rewind 15 sec 8 Pause/Continue 9 Fast Fwd 15 sec * Exit	<b>2</b> <b>Saved Messages</b> 1 Save 2 Replay 3 Forward to User 4 Delete 5 Skip 6 Reply 7 Rewind 15 sec 8 Pause/Continue 9 Fast Fwd 15 sec * Exit	<b>3</b> <b>Send Messages</b> 1 To Individual 2 To All 3 To Defined Groups  (during recording message playback) 5 Skip 7 Rewind 15 sec 8 Pause 9 Fast Fwd 15 sec * Exit
<b>4</b> <b>Set Call Forwarding</b> 1 To Mailbox (same as DND) 2 Destination Device 3 Turn Forward On/Off 4 Forward to Here (forward all calls to the current phone being used) * Exit	<b>5</b> <b>Control Options</b> 1 Set Password 2 Record Name * Exit	<b>6</b> <b>Greetings</b> 1 Record 2 Review 3 Select * Exit
<b>7</b> <b>Deleted Messages</b> 1 Retrieve to Saved Box 2 Replay 3 Skip * Exit	<b>8</b> (not used)	<b>9</b> (not used)
<b>*</b> Exit	<b>0</b> Return to Home	<b>#</b> Enter Selection

## Telephone Feature Access Codes

Feature	Code
Voicemail	5001 (or 5000 for other)
Transfer Caller to User's Voicemail	Transfer + 03 + extension number + Transfer
Manually Park Call	Press ***
Retrieve Parked Call	Dial 7xx (Park Number)
Directed Call Pickup	07 + extension
Site Pickup	*98
Department Pickup	*97
Domain Pickup	*96
Block Caller ID	*67 + number
ICOM	08 + extension

Feature	Activate	Deactivate
Immediate Call Fwd	*72 + number	*73
Busy Call Forward	*41 + number	*45
No Answer Call Fwd	*42 + number	*45
Do Not Disturb	*78	*79
Call Queue Log In/Out	*51	*52

Customer Support:	<b>611 on the Phoneware network or (602) 445-7777 ext 1</b>
Web User Portal:	<i>(sent via welcome email)</i>
Web Portal Password:	<i>(sent via welcome email)</i>
Voicemail PIN:	<i>(sent via welcome email)</i>
SNAPmobile Host ID:	<i>(sent via welcome email)</i>
Update Phone Config	Press and Hold Redial
Reboot Phone	Press and Hold X






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## Telephone Quick Reference User Guide



*(Netsapiens Platform)*









Button	Description
	<b>Hold (some models) – Places an active call on hold. On basic models, HOLD will show on the menu of an active call.</b>
	<b>Transfer (some models) – Transfer call to another extension. On basic models, TRANSFER will show on the menu of an active call.</b>
	<b>Voicemail Access - press to call voicemail and access messages.</b>
	<b>Redial – redials previously dialed numbers.</b>
	<b>Volume Control – Adjusts the volume for the handset, headset, ringer, and speakerphone.</b>



**Make a Call** – Lift handset or press , dial number. To dial an extension number, simply dial the three or four-digit extension.

You may press  after dialing a number to expedite the call. You may also pre-dial before pressing a line or lifting the handset to allow a longer delay during dialing.

**Redial** – Press ; scroll through previously dialed numbers using navigation buttons and press SEND menu button; or just press  again to redial the most recent telephone number.


**ICOM** – Perform a voice announcement through an extension's speakerphone. Press ICOM menu button, followed by extension number or monitored extension button; (press  to expedite); speak after the tone.


Button	Description
	<b>Speaker - activates the speakerphone mode.</b>
	<b>Mute –Mutes the microphone in your handset or on your speakerphone so that your caller cannot hear you.</b>
	<b>Headset – activates headset mode.</b>
	<b>Navigation Buttons – Press UP or DOWN to view status of text messages on the display and scroll through menu selections. Press LEFT and RIGHT to view different line/call appearances.</b>
	<b>Exit / Goodbye – ends and active call or sends a ringing call to voicemail.</b>

**Answering a Call** – Lift handset, press  to answer on speakerphone, or press  to answer on headset.

**Pickup** – Press PICKUP menu button to answer a call ringing at another phone in your pickup group.

**Page All** – If equipped, press PAGE ALL button to make a voice announcement through all phones in the paging group.

**Ending a Call** – Hang up handset, or press  to end a call on speakerphone or headset.



**Call Hold** – Press  or HOLD menu button; To retrieve the call, press the line button on hold. When switching between active calls, HOLD is automatic, so it is not necessary to press the HOLD button.


**Parking a Call** – Press a PARK button on your phone; park button will show in use indicating call is held; call can be retrieved from any phone by pressing the lit PARK button or by dialing the park number 7xx.

**Manual Park** – While on a call, press \*\*\*, automated voice will say the park number where call was parked; To retrieve a call manually, dial the park number.



**Monitored Extension Button** – Can be used to view extension status, place calls to the extension, and transfer calls.


### **Supervised Transfer (announce call)**


• **Manual** – Press  / TRANSFER; enter number; {press #/SEND to expedite}; wait for answer to announce call; press  / TRANSFER again to connect call.

• **Using Monitored Extension Button** – Press monitored extension button; wait for answer; announce call; press /  TRANSFER again to connect call.

### **Blind Transfer (do not announce call)**

• **Manual** – Press  / TRANSFER; enter number; press  / TRANSFER.

• **Using Monitored Extension Button** – Press monitored extension button; press  / TRANSFER.

**Transfer to Voicemail** – While on a call, press TRANS TO VM menu button, then enter extension or press desired monitored extension button. OR: While on a call, press  and then enter the extension number or press a monitored extension button.

OR: Transfer, 03, enter extension number, transfer.

**Conferencing** – While on a call, press CONF menu button (•• for page 2 if needed); enter number, wait for answer; press CONF again. Repeat for additional parties. You may manage the conference, or hang up to keep parties connected.

**DND (Do Not Disturb)** – Menu button. Press to block calls and send immediately to your voicemail.

**Voicemail** – Press  button; enter your voicemail PIN if prompted (see reverse of this document).

**Web Portal** – Using an internet browser on your computer, visit <https://vps.phoneware.us>, log in with your username and password. If you've forgotten your user name or password, you may use the Forgot options.