Voicemail Features

1 — Review Messages
1 Voicemail
3 Faxes
9 Future Delivery Messages
during playback of message
1 Repeat
11 Play Previous Message
2 Save (or mark as new)
3 Erase
4 Reply
5 Send a Copy
6 Increase Volume
66 Hear Message Details
7 Slow Playback
77 Rewind 5 Seconds
8 Pause
9 Speed Up Playback
99 Fast Forward 5 Seconds
0 Help
* Exit
# Skip to Next Message

2 — Send a Message
Enter phone number or extension number, then #
1 Review Message
2 Mark as Urgent
3 Mark as Private
4 Re-Record Message
5 Report on Send
6 Report on Read
7 Add Recipient
9 Schedule for Future Delivery
Send as is

3 — Work with Greetings
1 Personal Greeting
2 Extended Absence Greeting
3 System-Generated Greetings & Name Recording
4 Group Mailbox Greetings
5 Busy Greeting
6 Out-of-office Hours Greeting
7 Shared Greetings
9 Fwd All Calls to VM Greeting
* Exit Menu

4 — Mailbox Settings
1 Group Lists
2 Handsfree & Time Saver
3 Security Options
4 Group Mailbox Settings
5 Notification Settings
6 Additional Settings
7 Advanced Call Features
9 Live Message Screening
* Exit Menu

5 — Reminders
1 Reminders Settings
2 Add New Reminder
3 Recurring Reminders Settings
4 One-Off Reminders Settings

6 — Review Erased Messages
1 Voicemail
3 Faxes
during playback of message
1 Repeat
11 Play Previous Message
2 Restore
3 Permanently Erase
4 Reply
5 Send a Copy
6 Increase Volume
66 Hear Message Details
7 Slow Playback
77 Rewind 5 Seconds
8 Pause
9 Speed Up Playback
99 Fast Forward 5 Sec
0 Help
* Exit
# Skip to Next Message

7 — Switch Account

0 — Help
Next Hint
* Return to Main Menu
1 Replay from Start of Menu

* — Exit

Common Buttons
0 Helpful Hints
8 Pause / Resume

Telephone Feature Access Codes

Feature	Code
Voicemail	*98
Transfer Caller to User's Voicemail	Transfer + 8 + extension number + Transfer
Group Call Pickup	*11 + #
Directed Call Pickup	*12 + ext number + #
Manually Park Call	Transfer + *00 + #, hear orbit number, Transfer
Retrieve Parked Call	*01 ~ *XX + #
Block Caller ID	*67 + number
Unblock Caller ID	*82 + number

Feature	Activate	Deactivate
Immediate Call Fwd	*72 + number	*73
Busy Call Forward	*90 + number	*91
No Answer Call Fwd	*92 + number	*93
Do Not Disturb	*78	*79
Hunt Group Log In/Out	*96#+grp num	*96#+0

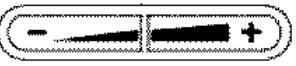|	
Customer Support:	**611 on the phoneware network or 602.445.7777 ext 1**
Web User Portal:	www.phoneware.us
CommPortal Password:	
Default Voicemail PIN:	
Phone Options Password:	Same as Voicemail PIN
Remote Voicemail Access:	602.445.7770
Remote Feature Access:	602.445.7771
Phone Audio Training:	777
Conference Bridge:	999
Update Phone Config	Up arrow while idle
Restart Phone	Press and Hold X

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Telephone Quick Reference User Guide

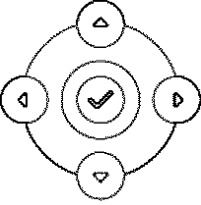| Button	Description
	Transfer– Transfer call to another extension. On TRANSFER will also show on the menu of an active call.
	Voicemail Access - press to call voicemail and access messages.
	Redial – redials previously dialed numbers.
	Volume Control – Adjusts the volume for the handset, headset, ringer, and speakerphone.

Button	Description
	Speaker - activates the speakerphone mode.
	Mute –Mutes the microphone in your handset or on your speakerphone so that your caller cannot hear you.
	Headset – activates headset mode.
	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.

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.

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

Pickup – Dial *11# to answer a call ringing at another phone in your pickup group.

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

Call Hold – While on a call, press 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 – While on a call, press , enter *00#; park orbit is stated; press . To retrieve a parked call, press * plus the park orbit number and press #, i.e. * 0 1 #.

Supervised Transfer (announce call)

Press ; enter number; (#);announce call; press again to connect call.

Blind Transfer (do not announce call)

Press + number + .

Transfer to Voicemail – While on a call, press: + 8 +enter extension number + .

3-Way Conferencing – While on a call, press CONF menu button; enter number, wait for answer; press CONF again. Use navigation buttons to drop a connection.

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).

User Commportal – Using an internet browser on your computer, visit **www.phoneware.us** and select Login/User Commportal Login. Use your phone's direct telephone number and portal password. (see reverse of this document).