Phone Basics

Logging In

Username: Enter **«PrimaryDID»** Press **OK**.
Password: Enter **«PrimaryDN»99** Press **OK**.

Logging Out

1. Press **Menu**.
2. Selection option **1. Logoff,** press **OK**.
3. Press **Yes**.

Making Calls

Primary Office	2-Digit Location + 4-Digit Extension
Other Office	2-Digit Location + 4-Digit Extension
Local & Toll Free*	9 + 10-Digit Phone Number
Long Distance*	9 + 10-Digit Phone Number
International	9 + 011 + Country Code + City Code + Phone Number
*Using 1 is Optional	

Basic Phone Features

Transferring Calls

1. Press **Transfer** key.
2. Dial a number.
3. When you hear ringing or someone answers, press **Transfer** key again to connect the call.

Conferencing Calls

1. While on a call, press **Conferenc** key.
2. Dial the first number.
3. When someone answers, press **Conferenc** key.
   Note: You can conference up to 6 people.

Transferring Calls to Voicemail

1. Press **Transfer** key.
2. Dial **xxxx** or press **Express Msg** key.
3. Dial the **6-Digit Extension** of the person followed by **#**.
4. Press **Transfer** key.

Forwarding Calls

1. Press Up Navigation key to the second screen.
2. Press **Forward** key. (icon is activated)
3. Dial an internal extension.
4. Press **Forward** key.

Disabling Call Forward

Press the **Forward** key. (icon is removed)

Disconnecting a Call

Press the **Goodbye** key.

Advanced Phone Features

Viewing Incoming Call Logs

1. Press **Shift/Inbox** key.
2. Press **Down Navigation** key to scroll through the calls.

Viewing Outgoing Call Logs

1. Press **Shift/Outbox** key.
2. Press **Down Navigation** key to scroll through the calls.

Answering a Second Call

Press **Line 2** key to answer the call.
Note: You do not have to press the **Hold** key when switching between calls.

Redial Last Number Dialed

1. Press the **#** key twice.

Notes

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Complete training on the use of your phone will be held shortly.

Advanced Phone Features (Continued)

Using the Directory Key

To Store a Number:
1. Press **Directory** key, select **New Entry** and Press **OK.**
2. Press **OK** at **1. Number**, type in a number, Press **OK.**
3. Press **Down Navigation** key to **2. Surname**, Press **OK**, Type a person's last name, Press **OK** to accept.
4. Press **Down Navigation** key to **3. First Name**. Press **OK**. Type a person's first name, Press **OK** to accept.
5. Press **Down Navigation** Key to **5. Save**. Press **OK** to save.

Note: Enter the number exactly how you would dial it, including a 9 or 1.

To Dial a Directory Contact:
1. Press **Directory** key.
2. Press **Down Navigation** key to select a **Name**.
3. Press **Dial.**

Using the Auto Dial Keys

To Store a Number:
1. Press **Up Navigation** key twice to reach the third page of your screen.
2. Press **Auto Dial** key.
3. Enter a **Phone Number** and press **Auto Dial** key again.

To Label an Auto Dial Number:
1. Press **Menu** key.
2. Press **Down Navigation** key to **4. Feature.** Press **OK.**
3. Press **Down Navigation** key until you reach the number you just programmed. Press **OK.**
4. Press **OK** at **1. Label**, and type in a label using your phone keypad. Press **OK** to accept.
5. Press **Cancel** three times to exit.

Voicemail Basics

Voicemail Setup

1. Pick up handset or press **Handsfree** key.
2. Press **Voicemail** key.
3. Enter your default password which is **«PrimaryDN»99** followed by **#.**

Follow the operator instructions. Make sure to note your new password!

New Password

Retrieving Voicemail

Option 1: From your Desk
1. Pick up handset or press Handsfree key.
2. Press **Voicemail** key.
3. Enter your **password** + **#** key.

Option 2: From Another Phone
1. Dial **xxx.xxx.xxxx**
2. Enter your **6-Digit Extension** + **#** key.
3. Enter your **password** + **#** key.

Option 3: Calling Your Phone
1. Dial your **10-Digit Number** .
2. During the greeting, press *****.
3. Enter your **password** + **#** key.

Voicemail Shortcuts

1	Listen to messages/ Rewind
3	Fast Forward
4	Reply to message
5	Call message sender
6	Forward message
7	Delete message
8	Play envelope information
9	Save message
#	Skip header/Skip to next message
*	Pause/resume

Other Information

Personal Agent

Website	http://C4Communicate.net
Username	«EMail»
Password	«PrimaryDN»99

Unified Messaging Portal

Website	http://C4Voicemail.net
Username	«PrimaryDID»@domain.c4voicemail.net
Password	«PrimaryDN»99

New Portal/IMAP Password:

Unified Messaging IMAP Settings

Account Type	IMAP
Your Name	«First_Name» «Last_Name»
Email	«PrimaryDID»
Incoming Server	um.c4voicemail.net
Outgoing Server	um.c4voicemail.net
Username	«PrimaryDID»@domain.c4voicemail.net
Password	«PrimaryDN»99

Notes

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