



«First_Name» «Last_Name»

IP Phone & Voicemail Quick Reference Guide

Phone Basics

	Logging In		Making Calls	
	Username: Enter «PrimaryDID» Press OK . Password: Enter «PrimaryDN»99 Press OK .		Primary Office	2-Digit Location + 4-Digit Extension
			Other Office	2-Digit Location + 4-Digit Extension
			Local & Toll Free*	9 + 10-Digit Phone Number
	Logging Out		Long Distance*	9 + 10-Digit Phone Number
1. Press Menu . 2. Selection option 1. Logoff , press OK . 3. Press Yes .		International	9 + 011 + Country Code + City Code	

*Using 1 is Optional

Basic Phone Features

Transferring Calls		Conferencing 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.		1. While on a call, press Conference key. 2. Dial the first number. 3. When someone answers, press Conference key. Note: You can conference up to 6 people.	
Transferring Calls to Voicemail		Forwarding Calls	
1. Press Transfer key. 2. Dial xxxx or press Express Msg key. 3. Dial the 4-Digit Extension of the person followed by # . 4. Press Transfer key.		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		Disconnecting a Call	
Press the Forward key. (icon is removed)		Press the Goodbye key.	

Advanced Phone Features

Answering a Second Call		Missed Calls	
Press Line 2 key to answer the call. Note: You do not have to press the Hold key when switching between calls.		The  icon on your phone screen indicates that you have missed calls.	
Viewing Incoming Call Logs		Viewing Outgoing Call Logs	
1. Press Shift/Inbox key. 2. Press Down Navigation key to scroll through the calls. Note: Missed calls will have an icon like this next to it: 		1. Press Shift/Outbox key. 2. Press Down Navigation key to scroll through the calls.	
		Redial Last Number Dialed	
		1. Press the # key twice.	

Notes



«First_Name» «Last_Name»

IP Phone & Voicemail Quick Reference Guide

Advanced Phone Features (Continued)

Using the Directory Key	Using the Auto Dial Keys
<p>To Store a Number:</p> <ol style="list-style-type: none"> 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. <p>Note: Enter the number exactly how you would dial it, including a 9 or 1.</p> <p>To Dial a Directory Contact:</p> <ol style="list-style-type: none"> 1. Press Directory key. 2. Press Down Navigation key to select a Name. 3. Press Dial. 	<p>To Store a Number:</p> <ol style="list-style-type: none"> 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. <p>To Label an Auto Dial Number:</p> <ol style="list-style-type: none"> 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	Retrieving Voicemail	Voicemail Shortcuts
<ol style="list-style-type: none"> 1. Pick up handset or press Handsfree key. 2. Press Voicemail key. 3. Enter your default password which is «PrimaryDN»99 + #. <p>Follow the operator instructions. Make sure to note your new password!</p>	<p>Option 1: From your Desk</p> <ol style="list-style-type: none"> 1. Pick up handset or press Handsfree key. 2. Press Voicemail key. 3. Enter your password + # key. <p>Option 2: From Another Phone</p> <ol style="list-style-type: none"> 1. Dial xxx.xxx.xxxx. 2. Enter your 4-Digit Extension + # key. 3. Enter your password + # key. <p>Option 3: Calling Your Phone</p> <ol style="list-style-type: none"> 1. Dial your 10-Digit Number. 2. During the greeting, press *. 3. Enter your password + # key. 	<ol style="list-style-type: none"> 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
New Password		

Other Information

Personal Agent		Unified Messaging IMAP Settings	
Website	http://C4Communicate.net	Account Type	IMAP
Username	«EMail»	Your Name	«First_Name» «Last_Name»
Password	«PrimaryDN»99	Email	«PrimaryDID»
Unified Messaging Portal		Incoming Server	um.c4voicemail.net
Website	http://C4Voicemail.net	Outgoing Server	um.c4voicemail.net
Username	«PrimaryDID»@domain.c4voicemail.net	Username	«PrimaryDID»@domain.c4voicemail.net
Password	«PrimaryDN»99	Password	«PrimaryDN»99
New Portal/IMAP Password:			

Notes