



# Reception Quick Reference Guide

## Getting Started

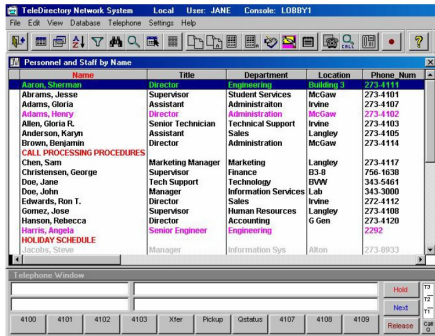


Logging In	Making Calls	
<b>Username:</b> Enter <b>10-Digit Number</b> Press <b>OK</b> . <b>Password:</b> Enter <b>Last 4-Digits + 99</b> Press <b>OK</b> .	Primary Office	4-Digit Extension
	Other Offices	9 + 10-Digit Phone Number
<b>Logging Out</b>	Local / Toll-Free* / Long Distance*	9 + 10-Digit Phone Number
	International*	9 + 011 + Country Code + City Code
<ol style="list-style-type: none"> <li>Press <b>Menu</b>.</li> <li>Selection option <b>1</b>. <b>Logoff</b>, press <b>OK</b>.</li> <li>Press <b>Yes</b>.</li> </ol>	<b>Emergency</b>	<b>9 + 911</b>
*Using 1 is Optional		

## ACD Functions

Logging in	Not Ready
<ol style="list-style-type: none"> <li>Press <b>Login</b>.</li> <li>Enter your <b>4-Digit Extension</b>.</li> <li>Enter your <b>4-Digit Extension</b> again.</li> <li>You are now logged in and in <b>Not Ready</b>. To begin receiving calls, press <b>Not Ready</b>.</li> </ol>	Press <b>Not Ready</b> and an icon will appear next to the Not Ready Key. This means calls will not come to your phone.
	<b>Logging Off</b>
	Press the <b>Log Off</b> key to log off for the day.

## Using the TeleDirectory



Daily Sync	Logging In
Each morning, you must sync the directory with the company directory. <ol style="list-style-type: none"> <li>Open the <b>TeleDirectory</b> program.</li> <li>Select <b>Copy Network to Local</b>.</li> <li>Select <b>Yes</b>.</li> <li>Once complete, click <b>Close</b> at the bottom of the screen.</li> </ol>	<ol style="list-style-type: none"> <li>Select <b>Use the Local Database</b></li> <li>Enter the first part of your email address for the <b>Username</b>.</li> <li>Enter the <b>Last 4-Digits + 99</b> of your phone number for the Password.</li> <li>Select <b>OK</b>.</li> <li>Select <b>Directory</b>.</li> <li>Select <b>Yes</b> to join the session.</li> </ol>
Fast Transfer	Manual Transfer
<ol style="list-style-type: none"> <li>Type the <b>Last Name</b> of the person you want to transfer to followed by <b>Enter</b>.</li> <li>Once their name is highlighted, press <b>F12</b>.</li> <li>The call will be transferred in 2-4 seconds</li> </ol>	<ol style="list-style-type: none"> <li>Press the <b>F11</b> key.</li> <li>Enter the <b>4-Digit Extension</b> you want to transfer to and wait until you hear ringing.</li> <li>Press the <b>F11</b> key again to complete the transfer.</li> </ol>

## Notes



## Phone Features

Transferring Calls	Conferencing Calls
<ol style="list-style-type: none"> <li>1. Press <b>Transfer</b> key.</li> <li>2. Dial a number.</li> <li>3. When you hear ringing or someone answers, press <b>Trn</b> key again to connect the call.</li> </ol>	<ol style="list-style-type: none"> <li>1. While on a call, press <b>Conf</b> key.</li> <li>2. Dial the first number.</li> <li>3. When someone answers, press <b>Conf</b> key. <b>Note:</b> You can conference up to <b>6</b> people.</li> </ol>
Transferring Calls to Voicemail	Answering a Second Call
<ol style="list-style-type: none"> <li>1. Press <b>Transfer</b> key.</li> <li>2. Dial <b>0730</b> or press the <b>Express</b> key.</li> <li>3. Dial the <b>10-Digit Number</b> of the person followed by <b>#</b>.</li> <li>4. Press <b>Transfer</b> key. <b>Note:</b> The greeting will restart when you press <b>Trn</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Press <b>Line 2</b> key to answer the call. <b>Note:</b> You do not have to press the <b>Hold</b> key when switching between calls.</li> </ol>
Using the Directory Key	Disconnecting a Call
<p><b>To Store a Number:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Directory</b> key, select <b>New Entry</b> and Press <b>OK</b>.</li> <li>2. Press <b>OK</b> at <b>1. Number</b>, type in a number, Press <b>OK</b>.</li> <li>3. Press <b>Down Navigation</b> key to <b>2. Surname</b>, Press <b>OK</b>, Type a person's last name, Press <b>OK</b> to accept.</li> <li>4. Press <b>Down Navigation</b> key to <b>3. First Name</b>. Press <b>OK</b>. Type a person's first name, Press <b>OK</b> to accept.</li> <li>5. Press <b>Down Navigation</b> Key to <b>5. Save</b>. Press <b>OK</b> to save. <b>Note:</b> Enter the number exactly how you would dial it, including a 9.</li> </ol> <p><b>To Dial a Directory Contact:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Directory</b> key.</li> <li>2. Press <b>Down Navigation</b> key to select a <b>Name</b>.</li> <li>3. Press <b>Dial</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Press the <b>Goodbye</b> key.</li> </ol>
Changing the Default Volumes	Using the Auto Dial Keys
<ol style="list-style-type: none"> <li>1. Press <b>Menu</b> key.</li> <li>2. Press <b>2</b> and then <b>2</b>.</li> <li>3. Select the device you want to change and then adjust appropriately.</li> </ol>	<p><b>To Label an Auto Dial Number:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Menu</b> key.</li> <li>2. Press <b>Down Navigation</b> key to <b>4. Feature</b>. Press <b>OK</b>.</li> <li>3. Press <b>Down Navigation</b> key until you reach the number you just programmed. Press <b>OK</b>.</li> <li>4. Press <b>OK</b> at <b>1. Label</b> and type in a label using your phone keypad. Press <b>OK</b> to accept.</li> <li>5. Press <b>Cancel</b> three times to exit.</li> </ol> <p><b>To Store a Number:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Auto Dial</b> key.</li> <li>2. Enter a <b>Phone Number</b> and press <b>Auto Dial</b> key again.</li> </ol>
Redial Any Call From the Inbox	Using the Auto Dial Keys
<ol style="list-style-type: none"> <li>1. Press <b>Shift/Inbox</b> key.</li> <li>2. Press <b>Down Navigation</b> key to a number.</li> <li>3. Press <b>Dial</b>, enter <b>9</b> then press <b>OK</b>.</li> </ol>	<p><b>To Store a Number:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Auto Dial</b> key.</li> <li>2. Enter a <b>Phone Number</b> and press <b>Auto Dial</b> key again.</li> </ol>

## Voicemail

Extended Absence Greetings	Retrieving Voicemail	Voicemail Shortcuts
<ol style="list-style-type: none"> <li>1. Press the <b>Voicemail</b> key and enter your <b>Password + #</b>.</li> <li>2. Press <b>4, 6, 1, 2</b>, then record the greeting followed by <b>#</b>.</li> <li>3. Press <b>2</b> to set <b>indefinitely</b>.</li> </ol>	<p><b>Option 1: From your Desk</b></p> <ol style="list-style-type: none"> <li>1. Pick up handset or press Handsfree key.</li> <li>2. Press <b>Voicemail</b> key.</li> <li>3. Enter your <b>password + #</b> key.</li> </ol> <p><b>Option 2: From Another Phone</b></p> <ol style="list-style-type: none"> <li>1. Dial <b>305.579.0730 (or 305.579.0830 during phase 1 of move)</b>.</li> <li>2. Enter your <b>10-Digit Number + #</b> key.</li> <li>3. Enter your <b>password + #</b> key.</li> </ol> <p><b>Option 3: Calling Your Phone</b></p> <ol style="list-style-type: none"> <li>1. Dial your <b>10-Digit Number</b>.</li> <li>2. During the greeting, press <b>*</b>.</li> <li>3. Enter your <b>password + #</b> key.</li> </ol>	<ol style="list-style-type: none"> <li><b>1</b> Listen to messages/ Rewind</li> <li><b>3</b> Fast Forward</li> <li><b>4</b> Reply to message</li> <li><b>5</b> Call message sender</li> <li><b>6</b> Forward message</li> <li><b>7</b> Delete message</li> <li><b>8</b> Play envelope information</li> <li><b>9</b> Save message</li> <li><b>#</b> Skip header/Skip to next message</li> <li><b>*</b> Pause/resume</li> </ol>