



HOSTED TELEPHONE & VOICEMAIL GUIDE



This guide will assist you on how to use your desk set unit, reference your key programming, system features and many more system options.

TELEPHONE QUICK REFERENCE

Placing an Outside Call:

- 1) Pick up the Receiver or Press **Speaker** and Dial the number

Answering Outside Calls ringing on your phone:

- 1) Lift handset or Press **Speaker**

Placing an Intercom Call:

- 1) Press **Speaker** key or lift handset
- 2) Dial ***9 +** your parties extension number

Transferring a call to a co-worker: (Blind transfer)

- 1) Press **"bxfr"** soft key
- 2) Enter the number you want the call to be transferred to and then hit "Dial"

Transferring a call to a co-worker: (Attended transfer)

- 1) Press **"xfr"** soft key
- 2) Enter the number you want the call to be transferred to and then hit "Dial"
- 3) Wait until the destination party picks up the call and confirms the transfer
- 4) Press **"xfer"** to complete the transfer

Transferring a call to a co-workers VOICE MAIL:

- 1) Press **"bxfr"** soft key
- 2) Dial ***4 +** the extension number
- 3) Hang up

Using Park keys:

- 1) While on a call, Press an available Park key
- 2) Hang up
- 3) To pick up the call, Press the Park key

Making a PAGE announcement:

- 1) Lift the handset and press ***9 + (Page Group Extension)**
(Check with your system administrator for page group number)

Placing calls on HOLD

- 1) Press the HOLD key.
- 2) Hang up

Picking up calls from HOLD

- 1) Press the line key.

DIAL CODES

Dial Codes are codes that the user can dial in order to access certain functions such as changing the status of their extension, or picking up a call from another extension.

The following table describes the dial codes available in your Phone System.

Dial Code	Description
*0	Used to park a call. While on a call, click on the Transfer button and dial *0 followed by the parking slot. E.g. to park the call in parking slot 1, dial *01.
*1	Used to pick up a parked call. E.g. to pick up a call parked in slot 1, dial *11
20	Used to pick up a call which is dialling at another extension. For example to pick up a call dialling on extension 106, dial *20*106
*3	Used to change the status of your profile. *3 should be followed by one of the following to change the profile accordingly: 0 - Available 1 - Away 2 – Out of Office 3 – Available 2 4 – Out of Office 2
*4	Used to connect to voicemail of an extension. E.g. to leave a message for extension 106, dial *4106
*62	Used to log the extension in to the Queues
*63	Used to log the extension out of the Queues
*9	Allows the user to page a desired extension. Dial *9 followed by the extension number. If the receiver's phone supports paging, the phone will pick up automatically, and the caller can start calling to the receiver.
*5	Dial *5 before the number to be dialed to hide your caller ID from the call.

DIAL CODES CONT.

Call pick-up

***20* + <extension number>**

If you hear a particular extension ringing, and you know that person is not able to take the call, you can take the call using the 'Call Pickup' feature.

Voicemail

Dial *4 + <extension number>

To leave a message in a Voicemail box of a particular Extension:
For example, *4100, will leave a voicemail message in the voicemail box of extension 100.

Do Not Disturb ON/OFF

To specify DND (Do Not Disturb) for a particular extension:

- Recommended Method – Set your status to away
- Toggle the DND soft button on your display

Intercom

The intercom feature allows you to make an announcement to another extension without requiring the other party to pick up the handset. The message will be played via the other phone's speaker. The audio is two way, and the called party can respond immediately without picking up the handset. To call a user via the intercom function:

Prefix the extension you wish to call with *9, followed by the extension. For example to make an intercom call to extension 100 you should dial:

***9100**

Note: The intercom features require a phone that supports intercom and that is configured to allow it. Check with your administrator if in doubt.

VOICE MAIL QUICK REFERENCE

Retrieving Voice Mail by Phone

To retrieve your voice mail by phone:

1. Dial the voice mail system extension. By default this is 999. If you are outside the company, you can dial this number from any digital receptionist menu.
2. Enter your extension number and when prompted your pin number. Press pound #.
3. A prompt will be played with the number of read and unread messages in your voice mailbox.
4. Press * to play your unread messages.
5. During playback of voice mail, you have these options:
 - 0 – Skip to the next message.
 - 1 – Skip to the previous message.
 - 2 – Repeat current message.
 - 3 – Delete the current message and automatically go to the next message.
 - 4 – Call Back – this will trigger a call to the caller ID of the person who left the message.
 - 5 – Forward message to another extension.
 - 9 – To go to the Voice mail options menu.
 - # – To hang up the call.

Voice Mail Options Menu

The voice mail options menu allows you to set your status, configure your pin code and delete all read messages. It can be reached by entering 9 during message playback or during the welcome prompt. The following options are available:

- Dialing “1” allows you to change your profile status.
- Dialing “3” allows you to dial a number.
- Dialing “4” allows you to delete all read messages.
- Dialing “5” allows you change your self-identification message.
- Dialing “6” allows you to play mailbox information.
- Dialing “7” allows you change your voice-mail PIN number
- Dialing “8” allows you to change your greeting message.
- Dialing “9” allows you to restart the voice menu’s prompts.

TELEPHONE LAYOUT



Handset

Pick up to place or answer a call

Message Indicator

Displays solid red when you have a new voice mail message. Blinks red during an incoming call.

Display

Displays date and time, phone station name, line extensions, and softkey options

Line Keys

Indicates phone line status. When lit:

- **Green:** Line is idle.
- **Red (steady):** Line is active or in use.
- **Red (flashing):** Line is on hold or there is an inbound call.
- **Orange:** Line is unregistered (cannot be used).

Soft Keys

Corresponds with what the display says

Navigation Button

Press an arrow key to scroll left, right, up, or down

Message Button	Press to access voice
Hold Button	Press to place a call on hold
Options Button	Press to access a menu to configure features and preferences
Volume Button	Press + to increase the volume and – to lower the volume of the handset, headset, speaker when the phone is off-hook, or ringer volume when the phone is on-hook.
Headset	Push to turn the headset on or off, when on button is lit green
Speaker	Push to turn the speaker on or off, when on the button is lit green
Mute	Press to mute or unmute the phone.

NOTES AND CONTACT INFORMATION

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