

# Quick Reference Guide for Standard Phone (with ATA adapter)

Calling Features • VoiceMail • Personal Assistant Toolbar

## Dialing

### To dial phone number or extension

- **Local call** – dial the 7-digit local number
- **Long distance** – dial the 10-digit phone number (area code + local number)
- **International** – dial 011 + country code + city code + number
- **Internal extension** – dial the 4-digit extension

**To Speed Dial** – (requires set up) press 1-digit code, or # plus 2-digit code assigned to the number you want to dial.

**Account Codes** – If account codes are assigned to your phone, you may be prompted to enter a code to complete the call.

**NOTES** Be sure to use a surge protector with your phone adapter.

**IMPORTANT NOTE about 911:** Because VOIP (Voice over Internet Protocol) service works differently than traditional phone service, VOIP 911 service may also work differently. To understand limitations and to be prepared should you need to make a 911 call from your IP phone, please read the TelNet 911 Emergency Service Advisory Notification at [www.telnetw.com/TelNet911Advisory.pdf](http://www.telnetw.com/TelNet911Advisory.pdf)

## Flash Calling Features

Flash calls are available on devices with flash functionality.

### Call Transfer

While on call to be transferred:

1. Press **flash-hook** on phone. The initial call is held.
2. Enter the complete phone number or extension of party to receive call. You can press # to signal the end of the phone number or extension.
3. All parties are connected.
4. Hang up handset to drop out of the call and connect the other two parties.

### Three-Way Call

Allows you to talk to multiple parties simultaneously.

While on one call:

1. Press **flash-hook** on phone. The initial call is held.
2. Enter the complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
3. When the call is connected, press **flash-hook** again. All parties are connected in a three-way call.
4. To drop the add-on party, press the **flash-hook** again.

**NOTE:** If either of the two other parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties remain connected.

### Call Hold

To place a call on hold, while on one call:

1. While on an active call, press the **flash-hook** on phone.
2. You can make a second call and toggle between calls.

## Quick Dial Calling Features

### Call Forwarding

Forward all incoming calls to another number or voice mail, forward calls only when your line is busy, or when calls go unanswered. As part of your business continuity plan, have Call Forwarding Not Reachable feature set to automatically forward all calls if something prevents calls from completing, (e.g. power failure or loss of Internet connectivity).

#### To activate Call Forwarding

1. Lift handset. Press the \* code (below).
2. Enter phone number to which calls will be forwarded. (Or forward to VoiceMail.)
3. Replace handset. The service is on.

#### To deactivate Call Forwarding

1. Lift handset. Press the \* or # code (below).
2. Replace handset. The service is off.

### Call Forwarding

Call Forwarding	Activate	Deactivate
All Calls	*72	*73
All Calls to VoiceMail	*21	#21
All Calls – Remote Activation	Access Voice Portal, follow prompts	
When Busy	*90	*91
Busy to VoiceMail	*40	#40
When No Answer to VoiceMail	*41	#41
Not Reachable (for business continuity plan – requires set up)	*94	*95
Check Not Reachable status	*63*	

### Call Forwarding (All Calls - Remote Activation)

Dial in from a number other than your phone line to forward all incoming calls to another number.

1. Dial your phone number and press \* while the voicemail greeting is playing.
2. Enter your passcode, followed by #.
3. Press \* to access the voice portal.
4. Press 4 to change your Call Forwarding and follow prompts.

#### OR, you may

1. Dial your voice portal general access number.
2. Enter your phone number/mailbox ID, then #.
3. Enter your passcode, then #.
4. Press 4 to change your Call Forwarding and follow prompts.

## Call Return

1. Lift handset. Press \*69.
2. System announces the last incoming phone number.
3. Press 1 to activate/dial the last incoming number.

## Call Waiting

Be notified of other calls coming in while you are on the line.

### To activate Call Waiting for All Calls

1. Lift handset. Press \*43.
2. The Call Waiting service is turned on for all calls.

### To deactivate Call Waiting for All Calls

1. Lift handset. Press #43.
2. The Call Waiting service is turned off for all calls.

### To cancel Call Waiting for a Single Call

1. Lift handset. Press \*70.
2. Call Waiting service is turned off so you can make an uninterrupted phone call. Call Waiting service will be back on after the next outgoing phone call.

## Directed Call Pickup

Intercept or pick up a call coming in on another phone in your call pickup group.

1. Lift handset. Press \*97.
2. Enter the extension of the phone that is ringing and then press the # key. The call will be redirected to your extension and you will be connected to the call.

## Last Number Redial

1. Lift handset. Press \*66.
2. The last outgoing phone number is redialed.

## Call Park and Call Unpark

You can “park” a call on a designated line so you or another person in your company can pick up the call on another phone.

### To park a call

1. While on an active call, press **flash-hook** to put call on hold.
2. Press \*68, then the # key, to park call at the extension currently being used.

### To unpark the call on another phone

1. Press \*88 on the phone on which you wish to pick up the call.
2. Dial the extension of the phone where call was initially parked, followed by the # key.

## No Answer Timer

Change the number of rings before a call goes to voicemail

1. Lift handset. Press \*610.
2. Follow prompts to set number of rings.

## Do Not Disturb

### To enable Do Not Disturb

1. Lift handset. Press \*78.
2. All incoming calls will be redirected to voicemail without ringing the phone.

### To clear Do Not Disturb

1. Lift handset. Press \*79.

## Voice Portal / VoiceMail Access

1. Lift handset. Press \*86.
2. Follow prompts of the Voice Messaging Menu.

## Speed Dial 8 (1-digit codes)

Set up and update 1-digit speed dial codes for frequently dialed numbers; directory is active on both your phone and Personal Assistant Toolbar for fast, easy dialing.

### To set up/update Speed Dial 8 (1-digit codes):

#### From your phone –

1. Dial \*74 and listen for tone.
2. Enter the 1-digit code plus the 10-digit phone number you would like assigned. (*Recorded message confirms code was programmed.*)

#### From your Personal Assistant Toolbar –

1. Click **Portal Auto-Login** button on toolbar.
2. Select **Outgoing Calls**, then **Speed Dial 8**.
3. Enter the 10-digit phone number next to the code you would like assigned. (Option – add description.)
4. Click **Apply**.

### To place call using Speed Dial 8:

#### From your phone –

1. Press the 1-digit speed dial code.

#### From Personal Assistant Toolbar –

1. Click on **Speed Dial Directory** icon.
2. Click on the number you wish to dial and pick up your phone handset. A call is automatically placed from your phone to the number selected.

## Speed Dial 100 (2-digit codes)

Set up and update 2-digit speed dial codes to be active on both your phone and Personal Assistant Toolbar.

### To set up/update Speed Dial 100 (2-digit codes)

#### From phone –

1. Dial \*75 and listen for tone.
2. Enter the 2-digit code plus the 10-digit phone number you would like assigned. (*Recorded message confirms code was programmed.*)

#### From Personal Assistant Toolbar –

1. Click **Portal Auto-Login** button on toolbar.
2. Select **Outgoing Calls**, then **Speed Dial 100**.
3. Click **Add**, then select 2-digit code from pulldown list.
4. Enter Description (optional) and 10-digit phone number you would like assigned
5. Click **OK**.

### To place call using Speed Dial 100:

#### From phone –

1. Press # plus the 2-digit speed dial code.

#### From Personal Assistant Toolbar –

1. Click on **Speed Dial Directory** icon.
2. Double click on the number you wish to dial and pick up your phone handset.

Quick Dial Guide		
	On	Off
<b>Call Forward</b>		
<b>All Calls</b>	<b>*72</b>	<b>*73</b>
All Calls to VoiceMail	*21	#21
<b>When Busy</b>	<b>*90</b>	<b>*91</b>
Busy to VoiceMail	*40	#40
<b>When No Answer</b> to VoiceMail	*41	#41
<b>Not Reachable</b> (for business continuity plan – requires set up)	*94	*95
<b>Check Not Reachable status</b>	<b>*63*</b>	
<b>Call Waiting</b>	<b>*43</b>	<b>#43</b>
Cancel for single call		*70
<b>Call Return</b> (last inbound number)	<b>*69</b>	
<b>Directed Call Pickup</b> (intercept)	<b>*97</b>	

	On	Off
<b>Redial</b> (last outbound number)	<b>*66</b>	
<b>Call Park/Retrieve</b> on other phone	<b>*68</b>	<b>*88</b>
<b>Block Calling Line ID Delivery</b> (per call)	<b>*67</b>	
<b>Access VoiceMail</b>	<b>*86</b>	
<b>Transfer Call - Direct to voicemail</b>	<b>*55</b>	
<b>Transfer Call</b>	Flash-hook	
<b>Call Hold</b>	Flash-hook	Flash-hook
<b>Do Not Disturb</b>	<b>*78</b>	<b>*79</b>
<b>Three-way Call</b>	Flash-hook	(repeat to add)
<b>Music On Hold Deactivation</b> (per-call deactivation)		<b>*60</b>
<b>Clear Message Waiting Indicator</b>	<b>*99</b>	
<b>Per Call Account Code</b> (if enabled)	<b>*71</b>	

## Accessing Voice Mail and Your Voice Portal

You can access your Voice Mail and personal Voice Portal using your own phone or another phone. To log in:

- **From your phone** – dial \*86.
- **From another phone** – dial your phone number/extension, or dial the group Voice Portal general access number/extension.

*Your administrator provides the phone number/ext for the group Voice Portal (referred to as Voice Portal general access number/extension.)*

### Initial Voice Mail set up

1. First time logging in, dial \* 86 from your phone.
2. Enter a new passcode at the prompt then #.
3. Re-enter your passcode at the prompt then #.
4. Record your name at the prompt and press #. Your Voice Portal is setup and ready for use.

### To access your Voice Mail and Voice Portal

#### From your own phone:

1. Dial \* 86.
2. Enter your passcode, then #. (Skip if auto login enabled.)
3. Follow prompts of the **Voice Messaging Main Menu**.

#### From another phone within your group:

1. Dial your phone number or extension.
2. Press \* during your greeting to reach login prompt.
3. Enter your passcode, then # to reach **Voice Messaging Main Menu**.
4. At the Voice Messaging menu, make selection, (or press \* to reach the **Voice Portal Main Menu**).

#### From a phone outside of your group:

1. Dial the Voice Portal general access phone number/extension
2. Enter your mailbox number (typically your phone number).
3. Enter your passcode followed by #. Follow prompts of the **Voice Portal Main Menu**.

## Voice Messaging Main Menu

- |   |                                    |
|---|------------------------------------|
| 1 | Listen to Messages                 |
| 2 | Busy Greeting Menu                 |
| 3 | No Answer Greeting Menu            |
| 5 | Compose Message Menu               |
| 7 | Delete All Messages                |
| * | Voice Portal main menu (see below) |
| # | Repeat menu                        |

### "Play Message" options

While listening to message		Between messages	
1	Skip Back	#	Save
2	Pause/Resume	7	Delete
3	Skip Forward	2	Play again
4	Jump to Begin	4	Play Previous Msg
6	Jump to End	5	Envelope Info
<b>Anytime</b>		6	Play Next Msg
*	Return to prev menu	8	Callback Caller

## Voice Portal Main Menu

- |   |                                |
|---|--------------------------------|
| 1 | Access Voice Mailbox           |
| 2 | Change Profile                 |
| 3 | Record Personalized Name       |
| 4 | Change Call Forwarding Options |
| 8 | Change Passcode                |
| 9 | Exit                           |
| # | Repeat menu                    |

## Personal Assistant Toolbar

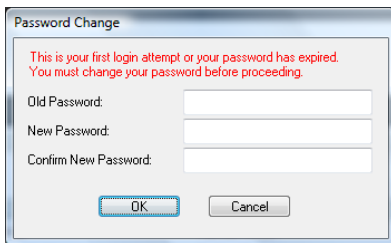
The Personal Assistant Toolbar allows you to control much of your OfficeEdge Complete phone and call management functionality right from your PC through Microsoft Outlook, Microsoft Internet Explorer, or Mozilla Firefox. You can manage your incoming and outgoing messages, maintain up-to-date connection information, and configure controls on your calls and voice mail.

### First Time Login

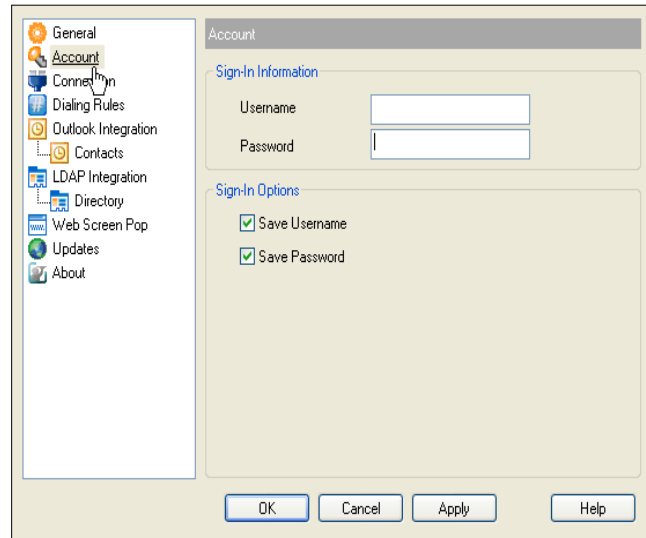
Logging in to Assistant connects you to the servers that manage your phone services. This is so you can receive, initiate, and control calls directly from your computer.

When you log in for the first time, you will need to configure your connection settings.

1. Click **Login** on the toolbar to view *Options*.
2. Click **Account**.
3. To configure your account settings, enter the **username** and **default password** provided by your administrator for your Personal Assistant account in the provided fields. (Make sure “@asmain.voip.telnetww.com” is included at the end of your login username.)
4. First time you login, you'll be prompted to enter a new password. Enter the **default password**, then your **new password** (in two fields) and click **OK**:



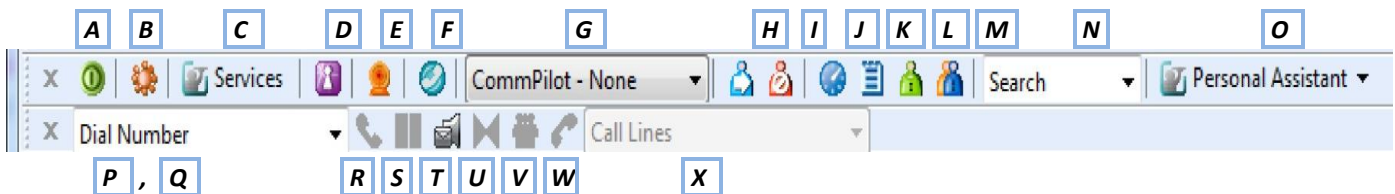
5. Check the **Save Username** and **Save Password** options if you want to avoid being prompted for this information next time you log in. Your password is encrypted for greater security.
6. Click **Apply**.
7. Click **OK**.



### Login Anytime

1. Simply click **Login** on the toolbar for anytime access.

## Personal Assistant Toolbar



### Personal Assistant Toolbar Key

<b>A</b> Login	<b>G</b> CommPilot Profile	<b>M</b> Group Directory	<b>S</b> Hold
<b>B</b> Configure Options	<b>H</b> Call Forward Always	<b>N</b> Search	<b>T</b> Transfer to Voicemail
<b>C</b> Configure Services	<b>I</b> Do Not Disturb	<b>O</b> Assistant - Web links	<b>U</b> Blind Transfer
<b>D</b> Portal Auto-Login	<b>J</b> Speed Dial Directory	<b>P</b> Dial Contact - MS Outlook	<b>V</b> Conference Call
<b>E</b> Remote Office	<b>K</b> Call History	<b>Q</b> Dial Number	<b>W</b> End Call
<b>F</b> Simultaneous Ring	<b>L</b> Personal Directory	<b>R</b> Answer	<b>X</b> Calling Line Status

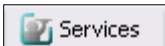
## Personal Assistant Toolbar Icon Key



**Login** - log in and out of Assistant. Icon color indicates status. Grey: Not logged in. Green: Logged in. Red: Login attempt failed. A disabled button: Assistant attempting to log in.



**Configure Options** - configure your account, connection settings, and dialing rules through this dialog.



**Configure Services** - configure call management services provided by Personal Assistant. Icon is highlighted when in use.



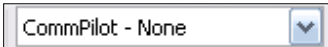
**Portal Auto-Login** - log in to your Personal Assistant Portal from Microsoft Internet Explorer or Mozilla Firefox. Manage your outbound/inbound call features, messaging, conferencing, call control features, speed dial directories and more. (Not available on MS Outlook.)



**Remote Office** - when activated, this service allows you to use an alternate phone, such as a mobile, home, or hotel phone, as your main business phone.



**Simultaneous Ring** - set up a list of up to ten additional phone numbers that ring each time you receive a call.



**CommPilot Profile** - sets the current CommPilot Express profile, which determines the way incoming calls are handled. (Configure your profile settings in the *Services* dialog.)



**Call Forward Always** - automatically forwards all incoming calls to a specified phone number.



**Do Not Disturb** - automatically forward all incoming calls to your Voice Messaging service, or play callers a busy tone if you do not have Voice Messaging configured.



**Speed Dial Directory** - dial phone numbers saved in your speed dial list by clicking them with your mouse.



**Call History** - lists most recent received, missed and dialed calls.



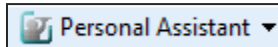
**Personal Directory** - dial phone numbers saved in your personal directory by clicking them.



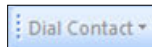
**Group Directory** - dial phone numbers in your group directory by clicking them.



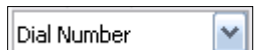
**Search** - searches in the group, personal, Outlook, and Lightweight Directory Access Protocol (LDAP) directories for the text you enter.



**Personal Assistant** - dropdown list of useful URL links (e.g., TelNet Digital Fax Portal and TelNet website for other resource materials). Select link to page in web browser.



**Dial Contact** - dials the business, home, or mobile number of a selected contact within Microsoft Outlook.



**Dial Number** - dials a specified number.



**Answer** - click to answer an incoming call.



**Hold** - puts current call on hold.



**Transfer to Voicemail** - transfers current or incoming call to your *Voice Messaging* service.



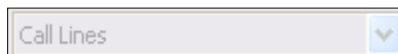
**Blind Transfer** - transfers current call to another phone number.



**Conference Call** - starts a conference call; this button is only enabled when you are connected to two other parties at the same time.



**End Call** - ends current call.



**Call Lines** - lists phone numbers you are currently connected to.

