Vodavi 10-button (original model) Speakerphone Guide

ANSWERING a Call

While the phone is ringing lift the handset or press the SPKR button. The Line-in-use (LIU) light located next to the HOLD button will illuminate (green).

BASIC DIALING

Campus Calls: To reach on office or Residence Hall on campus simply dial the four-digit extension number (XXXX).

Local Calls: For local calls, dial **9**, then the seven digit telephone number. If the call is in a different area code, but is still a local call, dial **9**, **1**, the area code, then the seven-digit number.

Toll Free Calls: Dial **9**, then 1-800-XXX-XXXX (888, 877, 866, etc).

Long Distance: Dial **9**, **1**, the the area code, then the seven-digit number.

International Calling: Dial **9**, **011**, the country code, the city code, then the telephone number.

CALL TRANSFER

Ask the party to wait. Press **Flash** (your original call is placed on hold), then dial the four-digit extension (**XXXX**) where you want the call transferred. Announce the call when the called party answers and hang up, **or** hang up after dialing the extension number without announcing the call. In either instance, the original caller will be on hold until you hang up your phone.

Note: To transfer calls to someone's voice mail, see the Voice Mail instruction guide.

CALL WAITING

After hearing the *call waiting tone*, ask the connected party to wait. Press **Flash** to connect to the call waiting (your original call is placed on hold). Press **Flash**, then **# 6** to alternate between calls. If at any time one of the callers hangs up, you will be automatically connected to the remaining caller.

Note: Your phone is currently set to forward to voicemail when busy. If you would prefer to receive a call waiting tone, contact the telephone system administrator at x4664.

CONFERENCE CALL (3-way)

While connected to a caller, press **Flash** (caller is place on hold), dial the four-digit extension (**XXXX**) **or 9 + outside number**. When the second caller answers, press **Flash** to establish the conference.

Note2: If the person you are trying to add to the conference does not answer, or you reach their voice mail unexpectedly, press **Flash** twice (**flash, flash**) to cancel the transfer and return to the original caller.

CONFERENCE CALL (8-Way)

The Eight-Way Conference feature allows you to establish a conference call of four to seven parties (eight, including yourself), in any combination of on campus or off campus calls. If most of the parties are made to off campus numbers, the audio volume of the line may drop as each subsequent caller is added to the conference.

To initiate an eight-way conference call and add a third member:
1. Dial the first party. When the first party answers, ask them to hold, then press **Flash**. You will hear recall dial tone. The first party is placed on hold.
2. Dial the **eight-way conference** code *** 8**, then dial the second party: 4-digit extension number for on campus **or** 9 + (1 + area code) and then the number for outside party.
3. When the second party answers, announce the call and press **Flash**, **Flash**. You are now in a three-way conference call, and ready to add the next party.

To add the third through seventh parties to the conference call:
1. Ask the connected parties to wait, and then press **Flash**. A recall dial tone will be heard, and both parties are placed on hold.
2. Dial the next party's number. A ring back will be heard until the party answers.
3. Announce the call and press **Flash**, **Flash**. All parties are connected to the conference.

4. Repeat steps 1 through 3 to add subsequent callers.

Note1: If you receive no answer, a busy tone, voice mail, or if you dialed a wrong number, press **Flash** and you will hear a series of beeps. When the beeping stops, the unwanted call will be dropped and you will be connected to the original caller(s). At that point, follow steps 1 – 3 to continue adding more participants.

DATA JACK

This phone jack is located on the right side of the telephone and provides a modular connection with the telephone line for connecting devices such as a laptop computer or modems for dial-up.

FLASH

This button is used for many different functions. You will notice the flash feature listed in many feature descriptions. The main function is to transfer calls, but is also used for features such as conferencing and call waiting to name a few.

FORWARD ALL CALLS

Dial * **3 4** + and the four-digit extension (**XXXX**) number where you want your phone to forward to when you are away from your office. When you hear a confirmation beep, hang up. Your phone will not ring but will immediately forward to new destination. If you want your calls to go to Voice Mail, enter **7000** as your "forward to" destination.

FORWARD ALL CALLS - Cancellation

Lift handset, then dial # **3 0**. When you will hear the confirmation beep, hang up.

HOLD

Press the **HOLD** key on your phone and hang up (a red light will illuminate). The call is on hold on your phone (you will not be able to receive another call as your phone will be in a busy state with the hold button), *or* press **Flash** and dial * **1**, hang up and the call will be on hold in the phone system (this will allow you to receive additional calls while on hold in the system).

HOLD RETRIEVE

Lift the handset (if you put the call on hold on your phone) and you will be reconnected *or* dial # **1** (if you put the call on hold on the system). To retrieve a held call via the * 1 from another phone, dial the Remote Retrieve code * **2 2** + your extension number.

MAKING a Call

Lift the handset or press the SPKR button for dial tone. The HOLD light will illuminate (green). Dial the telephone number, or press REDIAL. Disconnect the call by replacing the handset in the cradle or press the SPKR button again.

NOTE: a) To switch from a handset call to a SPKR call, press the SPKR button (the SPKR light will illuminate red), then hang up the handset to continue your call. b) To switch from a SPKR call to a handset call simply lift the handset and continue your conversation.

MEET-ME CONFERENCE

The Meet-Me Conference feature lets you schedule in advance up to <u>eight</u>, on campus extensions (including yourself) for a dial-up conference call. The parties must be notified of the intended date, time, and meet-me conference code.

To establish the conference at the agreed date and time, each participant (including yourself) will lift the handset, dial the meet-me conference access code **# 8**, then the agreed upon, virtual conference room number, (**0-9**).

Example: You send out an email, that on Monday, as 9:00 AM, everyone should call into the conference call. You will meet in Virtual Conference Room number seven (7).

At that time, the participants will be in their office and dial **# 8** + **7**. Everyone who dials this code at that time will be included in the conference call.

Note1: The first party to enter the conference hears a short series of beeps. When the beeps stop, they are the first conferee. As each subsequent conferee joins the conference call, a short service tone will be heard by the person joining, as well as by those already in the conference.

MEMORY DIALING

Ten frequently dialed telephone numbers can be stored in the telephone memory button locations, located on the top half of the phone. A number stored in memory can be accessed with one-touch of a Memory Dial button.

To store a telephone number in memory:

1. Lift the handset, or press the SPKR button.
2. Then press and <u>hold</u> the **STORE** button until dial tone ceases, and a beep is heard.
3. Press one of the ten Memory Dial buttons where you want to store that telephone number.
4. Dial the **telephone number** to be stored in memory.
   NOTE: Make sure to include a 9 for an off campus call.
5. Press the **STORE** button. A confirmation tone is heard and the number is stored.
6. Hang up the handset, or press SPKR.
7. Record the number on the on the paper facemat.

Note: A "dial tone" will be heard while performing this operation.

To dial a telephone number stored in memory:

1. Lift the handset, or press the SPKR button.
2. Press the Speed Dial button where you stored the number.

Note: "Memory Retention Time" – Typically, the numbers you choose to store will remain in memory until they are overwritten with a new number. If the telephone is unplugged from an active telephone line, stored numbers will only stay in memory for 24 hours.

memory dialing (cont'd)

To dial a telephone number stored in memory:

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4. Press the Speed Dial button where you stored the number.

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MESSAGE WAITING
The "Message" lamp will light when you have a message. To retrieve your message(s), lift the handset and dial the message retrieval access code, # **5** or simply dial extension **7000**.

MUTE
Press the MUTE button to activate the mute feature (the MUTE button will illuminate red). This will turn off the handset or hands-free microphone. You can then talk privately to someone else in the room without the person on the phone hearing you. You will still be able to hear the other person, but anything you say will not be heard. When you press the mute button again (the light will go out), your caller will once again be able to hear your voice.

PARK
Park allows you to place a call on hold in a specific parking position for the purpose of retrieving the call from another phone on campus. Ask the caller to hold and press **Flash** + * **9**. Next, dial your four-digit extension number (**XXXX**). The call will be parked (held) in the system on your extension.

PARK RETRIEVE
You can go to any phone on campus and dial * **9** + your extension number (**XXXX**). You will be connected to the parked call.

PAUSE
Used in conjunction with Memory Dialing, if so needed.

REDIAL
Pick up the handset and press the REDIAL button to automatically redial the last number you dialed using your telephone touch pad. This feature will not redial a number you called using Memory Dialing or Station Speed Dial.

RINGER
The switch is located on the right side of the telephone. You may set the ringer switch to HI, LO, or OFF. When the switch is moved to the OFF position you will not hear ringing.

SPEAKER VOULME (Switch)

The switch is located on the right side of the telephone. Slide the switch toward you to lower the volume , or away from you for higher volume.

STATION SPEED DIALING

You can dial up to ten, previously stored speed dial numbers by dialing an access code and then the stored digit location. Instead of using memory buttons as mentioned in Memory Dialing, you will use the telephone touch pad digits (0-9) to store your speed dial numbers.

To store a station speed dial number:

1. Lift the handset, or press the SPKR button.
2. Dial the station speed dial registration code **# 0**.
3. Press the touch tone digit (**0-9**) where you want to store the phone number.
   NOTE: You will not hear a dial tone while entering the access code and phone number.
4. Enter **9** (for an outside line), then the local **seven-digit** phone number (include **1** + **area code** if it is a local call in another area code, or for a long distance number) to be stored.
5. When finished entering the phone number, wait until you hear a "service tone." This will indicate that the number was stored successfully.
6. Hang up the handset, or press SPKR.
7. Record the number for future reference.

   Example: *Enter # **0** + **1** , then **9, 1, 440, XXX-XXXX***

To dial a station speed dial number:

1. Lift the handset, or press the SPKR button.
2. Dial the station speed dial access code * **0**.
3. Press the touch tone digit (**0-9**) where the phone number you want to call, is stored.

STORE

Used to program **memory dial** numbers into memory. This button is not used to store or dial station speed dial numbers.

SYSTEM FORWARDING

Your phone is automatically forwarded via "*System Forwarding*," to Voice Mail when your phone rings and goes unanswered.

There are three forwarding option when your phone is busy:

1) Transfers to the department secretary.
2) Transfer to Voice Mail.
3) Do not transfer at all, and you will receive a "call waiting tone" from off campus callers. Internal callers will hear a busy tone, at which point they can hang up and call you back, or they can activate the camp-on feature, if they are familiar with it.

Call the System Administrator at ext. 4664 to find out what your busy option is set to now, or to have it changed.

Note: If you activate a "Forward All Calls" feature as previously mentioned, it will override the **system forward** until you cancel the feature.

VOLUME (H/S VOL)

Depress the volume button once to Increase the voice of the caller on the handset. Press to increase it again, and then once more to return to the Normal setting. **NOTE:** the volume level will reset to the lowest (normal) volume each time you hang up or discontinue the call.