FacetCorp technical support

FACETPHONE SYSTEM V4

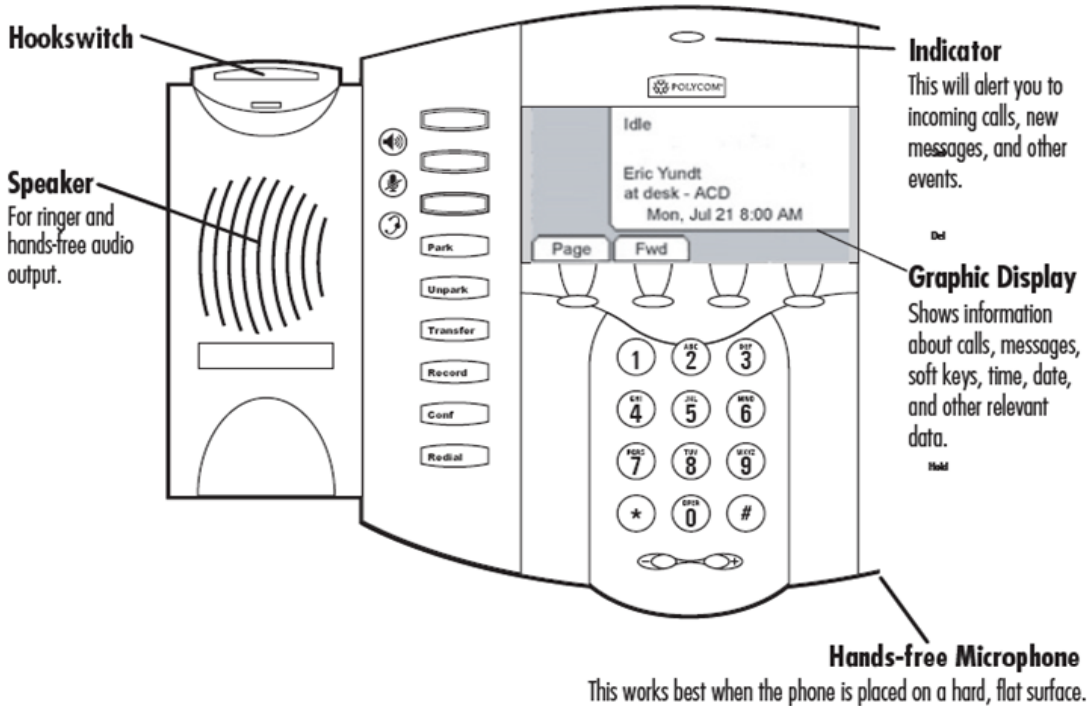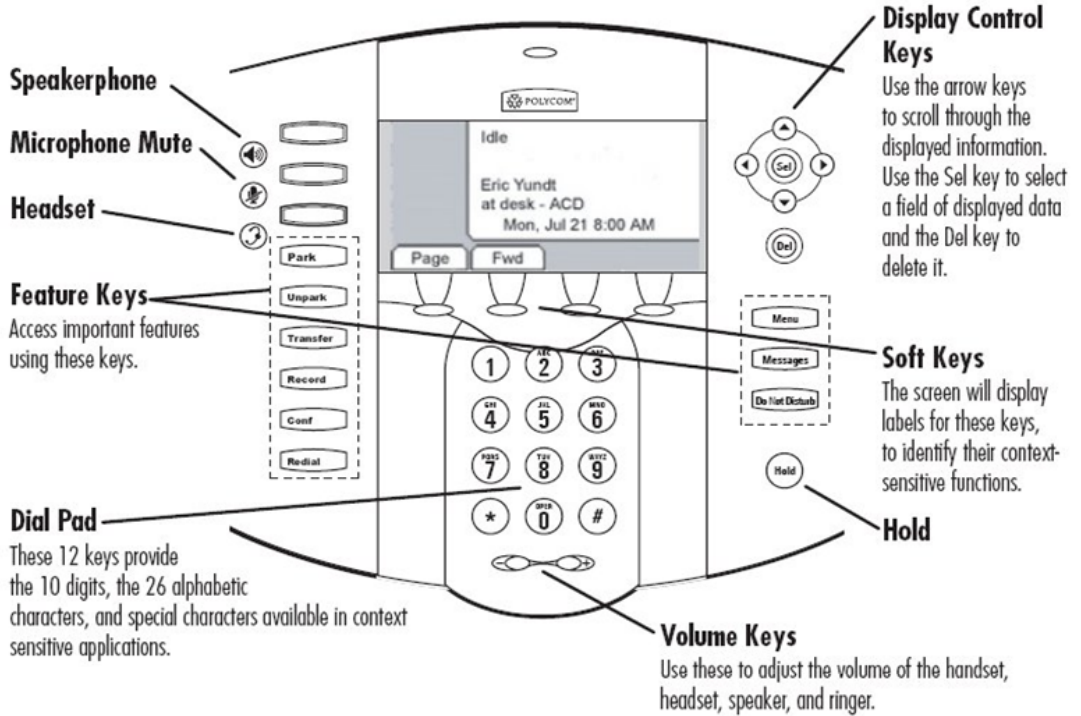## GENERAL - Telephone User Interface:

TABLE OF CONTENTS

TELEPHONE USER INTERFACE

Physical Attributes

Speakerphone

Microphone Mute

Headset

Feature Keys
Access important features
using these keys.

Dial Pad
These 12 keys provide
the 10 digits, the 26 alphabetic
characters, and special characters available in context
sensitive applications.

Display Control Keys
Use the arrow keys
to scroll through the
displayed information.
Use the Sel key to select
a field of displayed data
and the Del key to
delete it.

Soft Keys
The screen will display
labels for these keys,
to identify their context-
sensitive functions.

Hold

Volume Keys
Use these to adjust the volume of the handset,
headset, speaker, and ringer.

Idle

Eric Yundt
at desk - ACD
Mon, Jul 21 8:00 AM

Page   Fwd

Hookswitch

Speaker
For ringer and
hands-free audio
output.

Indicator
This will alert you to
incoming calls, new
messages, and other
events.

Graphic Display
Shows information
about calls, messages,
soft keys, time, date,
and other relevant
data.

Idle

Eric Yundt
at desk - ACD
Mon, Jul 21 8:00 AM

Page   Fwd

Hands-free Microphone
This works best when the phone is placed on a hard, flat surface.

MAIN USER MENU OPTIONS

Setting up Voice Mail Greetings

- Access the **User Menu** by pressing the **MESSAGES** button.
- **If not logged in,** press the **1** key, enter your **extension #** followed by the **pin**.
- Press the **3** key for the **Greetings Menu:-**

To change GENERIC greeting:
Press the **1** key

To change the IDLE greeting
Press the **2** key

To change the BUSY greeting:
Press the **3** key

To change the OUT greeting:
Press the **4** key

To Repeat Menu:
Press the **#** key

To return to MAIN MENU:
Press the ***** key

SAMPLE GREETING

"Hi. This is (first and last name) at extension _____.
Please leave your name and number with the area code, and I'll return your call.
If you need immediate assistance, please dial zero for the operator."

Listening to Voice Mail

- New messages will be indicated on the phone display and the new messages light will be flashing
- Access the **User Menu** by pressing the **MESSAGES** button.
- **If not logged in,** press the **1** key, enter your **extension #** followed by the **pin** and return to the **User Menu**
- Press the **1** key for the **New Voicemail Menu,** or press **2** for the **Saved Voicemail Menu.**

To REPLAY message:
Press the **1** key

To DELETE the message:
Press the **2** key

To SAVE the message:
Press the **3** key

To play the PREVIOUS message:
Press the **4** key

To REVERSE play order:
Press the **5** key

To play NEXT message:
Press the **6** key

To send a REPLY:
Press the **7** key

To FORWARD the message:
Press the **8** key

To BACKSPACE message:
Press the ***** key

To ADVANCE message:
Press the **#** key

Recording and Sending a Voicemail

Recorded messages can be sent to staff members. To access this feature, press the **7** key from the **User Menu**. (Press the **MESSAGES** button to access **User Menu)**

To send to one user
- Press the **1** key
- Enter the recipient's extension
- Record voicemail
- Hang up to send
- Or Press **1** for more options

To send to a group's mailbox
- Press the **2** key
- Enter the **group number**
- Record voicemail
- Hang up to send
- Or Press **1** for more options

To send to a list of users
- Press the **3** key
  - For **existing distribution list**, press **1** key
  - For **new distribution list**, press **2** key
- Select the **list**
- Record voicemail
- Hang up to send
- Or Press **1** for more options

Options after voicemail recorded:
- Review the voicemail - Press the **1** key
- Re-record the voicemail – Press the **2** key
- Deliver the voicemail – Press the **3** key
- Cancel the message – Press the **4** key
- Repeat the menu – Press the **#** key

Create a New Distribution List:
- Press the **8** key from the **User Menu**
- Press **2**, to add members

Additional User Menu Features

- Access the **User Menu** by pressing the **MESSAGES** button.
- **If not logged in**, press the **1** key, enter your **extension #** followed by the **pin**.
- Or if already within another menu, return to **User Menu** by selecting the * key.

To review SAVED messages:
Press the **2** key

To RECORD NAME for company directory:
Press the **4** key

Changing Security Code
- Press the **9** key
- Enter **new pin**
- Enter **new pin** AGAIN for confirmation

Access User Menu from Another Station:
- Make sure previous user is logged out by pressing **MESSAGES** button, then option **0**(zero)
- Press **MESSAGES** button – to return to **User Menu**
- Enter **Extension,** and then enter **PIN**

To access CALL FORWARDING:
Press the **6** key

To LOG OFF STATION:
Press the **0(zero)** key

Access User Menu from an Outside Line:
- Dial **Your Business Telephone #**
- Ask receptionist for your extension
- Press * key during voice mail greeting
- Enter **Extension** then enter **PIN**

Or if Auto Attendent answers, press * key, then **extension**

CALL HANDLING FEATURES

Answering Inside Calls
A **double ring** will indicate an incoming call from an inside caller. To answer the call, pick up the handset, or press the **SPEAKERPHONE** button.

Answering Outside Calls
A **single ring** will indicate incoming calls from outside. To answer the call, pick up the handset, or press the **SPEAKERPHONE** button**.

Placing Outside Calls
To place an outside call, pickup the handset, or press **SPEAKERPHONE** button and dial **9** first. When dial tone received, proceed to dialing the number.

Placing Inside Calls
Pickup the handset, or press **SPEAKERPHONE** button and dial the **extension.**

Placing Inside Calls directly to voicemail
Pickup the handset or press **SPEAKERPHONE** button and dial **# 1 2**, followed by the **extension**.

Placing a Call on Hold
To place a call on hold press the **HOLD** button, you will receive a dial tone, and the display will indicate call on hold. Hangup the handset or dial another party.

Picking Up a Call on Hold
Lift the handset, when you hear the dialtone, press the **HOLD** button. For multiple calls on **HOLD**, press the **HOLD** button to switch between different calls on hold. When you press the **HOLD** button you will hear a dialtone between each party on hold to allow you to place another call.

Parking a Call
This call can be picked up by anyone. Press the **PARK** button, and then hang up The **ID** of the call on hold will then be announced.

Picking up a Parked Call
Lift headset or press **SPEAKERPHONE** button, then press the **UNPARK** button. If there is only one party on park for the entire system, you will immediately get that call. If multiple parties are on park, then enter the parked location (call id) and press the done softkey to pickup the call.

Paging
Paging is sent to users Phone speakers only when phone is Idle. Lift the headset or press **SPEAKERPHONE** button, Press **# 6** and begin speaking. Hang up headset when completed.

Transferring a Call to another User
During the call, press the **TRANSFER** button. **Enter the number**, then select from the display, using the **soft keys**, select the appropriate type of call transfer: - **to an extension, voicemail, outside number, and cancel.** You will then get a dialtone. At this point you can hang up or place another call.

Recording a Phone Call
During the call, press the **RECORD** button. To stop recording the conversation, press the **RECORD** button again.

Conference Calling

Conference with 2 additional people
- Call the first phone number
- Press the **HOLD** button, to place current call on hold
- Dial the second phone number
- Press the **CONFERENCE** key again to join all parties

> Ending the call does not end the conference. The remaining parties can still talk.

ADDITIONAL PHONE FEATURES

View Contact Directory:
- Press the **MENU** button
- Using the arrow keys, highlight **Directories**
- Press the **Select** soft key
- Highlight **Contact Directory**
- Press **Select** soft key
- *To scroll*, use the arrow keys
- *To search*, press the **More** soft key
- Enter the first few characters of the First/ Last names
- Then select **Search** soft key
- *To dial,* highlight the contact and press the **Dial** soft key

View Placed Calls List:
- Press the **MENU** button
- Using the arrow keys, highlight **Directories**
- Press the **Select** soft key
- Select **Placed Calls** option
- Use the arrow keys to review
- Use **Dial** soft key to call the highlight number

Mute Microphone:
- During a phone call, press the **MIRCROPHONE MUTE** button
- Parties will not be able to hear you, but you will be able to hear them
- Press the **MICROPHONE MUTE** button again to deactivate.

Change Ring Type:
- Press the **MENU** button
- Using the arrow keys, highlight **Settings**
- Press the **Select** soft key
- Then select **Basic, Ring Type**
- Use the arrow keys to select the desired **ring type**
- To preview ring type, select the **Play** soft key
- To save the selected ring, press the **Select** soft key
- To exit, press the **MENU** button or **Exit** soft key

Redial Last Number Called:
- Lift the headset, or press the **SPEAKERPHONE** button
- Then press the **REDIAL** button
- The last number called will then be redialed

Activate DO NOT DISTURB:
- Press the **DO NOT DISTURB** button
- The phone will not ring for incoming calls
- To turn off option, press the **DO NOT DISTURB** button again

QUICK PHONE REFERENCE

OUTSIDE CALLS				
Placing:	Lift handset	Or **SPEAKERPHONE**	Press **9**	Dial Number
Answering:	Lift handset	Or **SPEAKERPHONE**		
INTERCOM CALLS				
Placing:	Lift handset	Or **SPEAKERPHONE**	Dial Extension	
Answering:	Lift handset	Or **SPEAKERPHONE**		
HOLD CALL				
Placing:	Press **HOLD** key	Hang up		
Retrieving:	Lift handset	Or **SPEAKERPHONE**	Press **HOLD**	
TRANSFER CALL				
To an extension:	Press **TRANSFER**	Dial extension	Press **Ext.** soft key	Hang up
PARK CALL				
	Press **PARK**	Hang up	Wait for Call ID#	Then Page
PICK UP PARKED CALL				
	Lift handset	Press **UNPARK**	Enter **Call ID #**	Press **DONE**
CONFERENCE				
3-way call:	Dial 1st number	Press **HOLD** key	Dial 2nd number	Press **CONF** key
PAGING				
Over Phone Speakers	Lift handset	**Press #6**	Speak into handset	
CHECK VOICEMAIL				
From own ext:	Lift handset	Press **MESSAGES**	Press **1** key	
From different ext:	Lift handset	Press **MESSAGES**	Log in phone	Press **MESSAGES**
ADJUST VOLUME:				
	Press **Vol Up** key	Or **Vol DN** key		
HANDS FREE				
Using speaker:	Press **SPEAKERPHONE**	Speak into phone		