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Welcome

to your new

Phone System

◆ HANDLING CALLS ◆

1. Receiving Calls	Pick up the receiver or press Call 1, 2, 3 or 4 or the ANSWER or SPRK button (automatically places you on speaker phone).	
2. Making Outside Calls	Either lift the handset (or leave it down to be on speaker phone), and press OUTGOING or press Call 1, 2, 3 or 4 etc. to get an outside line, dial the number and speak.	
3. Intercom Calls	Dial the extension number ; the telephone will ring, if the person does not answer the call will go to their voicemail box!	
4. Transferring Calls	Blind Transfer	While connected to the caller, press TRANSFER , dial the extension and hang up.
	Supervised Transfer	While connected to the caller, press TRANSFER , dial the extension , wait until the receiver answers, announce the call, and hang up .
	Transfer Direct to Voicemail	While connected to the caller, press Voicemail , dial the extension and then hang up. The caller is transferred directly into the person's voicemail.
	Transfer to Off Site Office	While connected to the caller, press Transfer , press Outgoing , then dial 1 plus the number Wait for the office to answer, Announce the call and Hang Up .
	Reverse Transfer <i>(Call Pickup)</i>	You can pick up a ringing or a call holding at another phone by pressing the digit 4 , then dial the extension number where the call is ringing or holding. This will pull the call to your extension.
5. DND-Do Not Disturb	Press the DND button, then the SPKR key. The light will remain lit next to the DND . To turn off do not disturb, press DND the light will go out and the display will reset. <i>If you have a Six Line Display set, press DND and DND OFF in the display. Top line will read "DND off."</i>	
6. Conference Calls	While connected to your first caller, press the CONF button. Make your next call (internal or external) and press the CONF button. If you are conferencing an outside caller you must press the OUTGOING button first. You may include one more caller for a total of 3 other parties, and press the CONF button a second time. Press the CONF button one last time to connect all parties together. The screen will display "CONFERENCE IN PROGRESS" *To leave the call temporarily, press CONF and hang up. Then press CONF to re-enter.	
7. Mute	At any time you may mute a handset or speaker call by pressing the MUTE key. The light next to the button will light indicating the call is muted and the display will indicate it as well. To shut it off press the MUTE key again, the light will shut off.	
8. Redial	Press REDIAL , to dial the last outside telephone number which you called.	
9. Call Back	When dialing a busy internal extension, including extensions across your internal network, ie. an extension call to New York, press Call Back after dialing the extension. As soon as the extension becomes available the system will dial you back and inform you the "queued extension is available". You must lift your handset or press the SPKR key to activate the system which will dial back the queue call.	

◆PHONE FEATURES◆

<p>1. Page</p>	<p>Press the Page button or dial 70 and speak into the mouthpiece on your handset. When finished press the plunger where the handset goes to disconnect the connection.</p>
<p>2. Speed Dial & Station Speed Dial</p>	<p>Program your Station Speed dial numbers Dial the feature code 383 to program station speed dials Pick the bin # (0-9) you would like to program Enter a name for your speed dial by pressing the corresponding number keys, then press the # key to accept <i>* The MUTE button will backup, and the FWD button will move the cursor forward to enter the next letter or a space.</i> Enter the phone number with 8+ the phone number, then press # to accept To use Station Speed Dial numbers Press STN SPDL button Press the desired bin number or scroll to the correct speed dial entry</p>
<p>3. Forward Calls</p>	<p>To forward all calls to another extension or an outside number Press the FWD button and enter extension or the destination number. To cancel forward press the FWD then SPKR buttons. <i>*Executive phones Press the FWD button and select ALL CALLS, NO ANSWER, or BUSY/NO ANSWER from the menu screen, then enter the destination number. To cancel forward press FWD button, then select FWD OFF from menu screen.</i></p>
<p>4. Record</p>	<p>While on a call, press RECORD and your recorded call will be stored in your mailbox as a new message. You may end the record at any time and restart. Press RECORD and your voicemail box number at any time to end and/or restart recording. Whenever recording is ended a message is sent to your voicemail box.</p>
<p>5. Hands Free Mode on Extension Calls</p>	<p>To turn your intercom from a ringing to a voice activation on internal extension calls, with the hand set in the cradle, press Hands Free On/Off. Or dial 319 Press again to shut off.</p>

◆CUSTOMIZE YOUR PHONE◆

<p>1. Select Ring Tone</p>	<p>Dial feature code 398 Press keys 1-9 to hear various tones and press # to accept the desired tone</p>
<p>2. Adjust Volume of Ringer, Speaker, or Earpiece</p>	<p>While in desired mode adjust volume up or down with volume bar and press the center of the bar to save the volume level</p>
<p>3. Program A Button (All keys except Call keys, IC, and Directory may be reprogrammed)</p>	<p>Enter the feature code 397 Press the key to be programmed Enter the new value for the key which can be either a feature code, extension, or speed dial (382+bin #)</p>

◆ INITIALIZING VOICEMAIL ◆

Use this guide to help you through the voice mail prompts.

1. Dial **Voicemail** (Wait for voice mail to answer). If you do not have Voicemail press the Trans VM
2. Press the * key (until you hear, "please enter your mailbox number").
3. "Please enter your mailbox number" - **Mailbox Number is your extension or phantom mailbox number!**
4. "Please enter your password then press pound" - **This is your extension number again and # symbol!**
5. "Since this is the 1st time you are entering your mailbox, you must change your system assigned password".
6. Enter your desired password followed by the # key.
7. Voice mail will repeat the password back.
8. Confirm password by pressing # key.
9. "Since this is the first time you are entering your mailbox you must record your name for the company directory".
10. SAY **ONLY** YOUR **NAME AND EXTENSION NUMBER** (you will record your greeting later).
11. Listen to your name by pressing **1** (you may erase and re-record by pressing **3**).
12. Press the # key to confirm your name.
13. At this time voice mail will introduce you to a few basic features of the phone system.
You should not skip this. **PLEASE DO NOT HANG UP!**
14. You will hear "Your voice mail is fully set up" (you must still record your personal greeting).
15. Press **4** for personal options.
16. Press **1** to for your personal greeting.
17. Press **1** again for the primary greeting or 2 for an alternate greeting.
18. You will be prompted to record a greeting after the tone at this time.
Sample greeting: Hello, you've reached the _____ at extension 1137. I am unavailable to take your call at this time. Please leave a message and I will return your call as soon as possible. You may press 0 to return to our receptionist. Thank you and have a nice day!"

19. Press **#** key to stop recording.
20. Press **1** to listen or **3** to erase and re-record.
21. Press the **#** key before hanging up to confirm recording. **You must hear "Greeting Saved"**.

NOW YOUR VOICE MAIL IS FULLY SET UP!

Setting Up Your Mailbox From Home:

1. Dial the **Main Telephone Number**
2. Press the ***** key one time (until you hear, "please enter your mailbox number")
3. Follow Step 3 from above

◆ USING YOUR VOICEMAIL ◆

<p>1. To check messages at the office:</p>	<p>From Your Own Telephone with a Personal Mailbox A) If the Message light is blinking -Press the Message key -Press the Pound # symbol -Enter your password and follow prompts</p> <p>From a Shared Phone with a Phantom Mailbox B) To retrieve messages from any phone in building: -Press Transfer VM or Voicemail -Press Star * key -Enter your Mailbox Number -Enter your Password and Pound # symbol -Follow Prompts</p>
<p>2. To check messages from outside the office:</p>	<p>-Dial Your Companies Main Number -When auto attendant answers, press Star * key -Follow prompts</p>
<p>3. To transfer an employee into the voice mail system:</p>	<p>-With the caller on the line, Press Voicemail or Trans VM -Enter extension or phantom extension number -Hang up</p>

<p>4. To skip past a greeting in a mailbox</p>	<p>-At the beginning of the person's greeting -Press #, you will go to the beep right away, leave message</p>
<p>5. To leave a voice mail message without ringing an extension:</p>	<p>-Press Transfer VM or Voicemail -Enter extension or phantom extension number -Leave voice mail message</p>
<p>6. To send a GROUP LIST voice mail:</p>	<p>-Press Transfer VM or Voicemail -Press the Star * key -Enter your Personal Mailbox Number -Enter your Password then Pound # symbol</p>



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	<p>-Press 2 to send a message -Enter the Group Distribution Number</p>
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