

Quick Start and 'How To' Guide

[Soft Buttons] are located on the screen and will appear and disappear based on the state of the phone (i.e. idle, on a call, etc). Additional Soft Buttons may be accessed by pressing the **[More]** or **[...]** Soft Button.

Hard Buttons are located around the perimeter of the number pad.

Note: Button labels may be abbreviated depending on your phone model. Some features and functions may require administrative permissions. Email phonepro@mercury.net or call 611 for assistance.

Basic Calling Functions:

- **Answering a Call:** Lift the handset, or pressing **[Answer]** or the **Speaker/Headset** button will answer the call via speakerphone. Pressing the **Speaker/Headset** button again will toggle the call between speakerphone and headset.
- **Placing a Call:** Lift the handset or press the **Line 1** button or press the **Speaker/Headset** button to activate speakerphone and start dialing. Pressing the **Speaker/Headset** button again will toggle the call between speakerphone and headset.
- **Ending a Call:** Place the handset in the cradle or press the **Goodbye** button to disconnect the call.
- **Attended Transfer:** While on a call, press **[Transfer]**, enter the phone number or extension you are transferring to, and press **[Dial]**. Once the party answers and you announce the call, press **[Transfer]** again to complete the transfer.
- **Blind Transfer:** While on a call, press **[Transfer]**, enter the phone number or extension you are transferring to, and press **[Transfer]** again to complete the transfer.
- **Hold / Resume a Call:** While on a call, press **[Hold]** or the **Hold** button to place a party on hold. To resume a call, simply press **[Hold]** or the **Hold** button again. If multiple calls are on hold, use the **Line 1**, **Line 2**, etc buttons to choose the call you want to resume.

How To:

- **Do Not Disturb:** Keeps your phone from ringing/notifying you of incoming calls. To activate/deactivate Do Not Disturb, press **[Do Not Disturb]** to toggle between Enabled and Disabled.
- **Call Forward:** Forwards all calls to another number. To activate, press **[Call Forward]**, then **[Call Forward: Disabled]**. Choose the Enter Number field and enter the phone number to forward all calls to. Press **[Enter]**. Press **[Exit]** or **Goodbye** when done. To deactivate, press **[Call Forward] > [Call Forward: number] > [Enabled: Yes]**. Press **[Exit]** or **Goodbye** when done.
- **Find Me/Follow Me:** Automatically attempts to find you at other phone number(s) when you do not answer at your extension. To activate/deactivate, press **[Follow Me]**, then **[Enabled]** to toggle between Yes and No. Choose **[Group List]**. Choose **[Add New]** to add a phone number to Find you at or choose a phone number and press **[Delete]** to remove a phone number to Find you at.
- **Conference / 3-Way Call:** While on a call, press **[Conf]**, (dial the party you wish to add), press **[Dial]**, talk to the third party, then **[Conf]** to conference all the parties together. To leave the Conference Call but keep the other two parties connected, press **[Leave]**. To end the Conference and disconnect everyone from the call, press **Goodbye**.
- **Park a Call:** Places a call into a Park slot where it may be picked up from another phone. While on a call, press a non-busy **[Park #]** button to Park the call in that slot. The Park slot will now show red to indicate a call is parked there. To pick up the Parked call, press the red **[Park #]** button.

Setting Your Voicemail Greetings:

Press the **Messages** button and enter your password. The first time you access voicemail, you will be prompted to record your name, greetings, and set your password (four digits minimum). To change them later, press the **Messages** button and enter your password. Press 0 for Mailbox Options. Then choose from the following options:

- 1 – Unavailable Greeting
- 2 – Busy Greeting (i.e. on phone, rejected call, etc)
- 3 – Name (used as in the dial by name directory)
- 4 – Temporary Greeting (temporarily overrides both your unavailable and busy message, i.e. vacation, sick, etc)
- 5 – Change Password (four digits minimum)

Follow prompts to record and review each.

Checking Your Voicemail Messages:

Press the **Messages** button and enter your password. Then choose from the following options:

- 1 – New Messages
While listening to Messages, choose from the following options:
 - 4 – Previous Message
 - 5 – Repeat Message
 - 6 – Next Message
 - 7 – Delete Message
 - 8 – Forward Message to another party
 - 9 – Save Message (see Folder list below)
- 2 – Change Folders (see Folder list below)

When done, press **Goodbye**.

Folders: **0** – New, **1** – Old, **2** – Work, **3** – Family, **4** – Friends

Accessing Your Voicemail Remotely:

Call your own number. When your voicemail answers, press * and enter your password at the prompt.

Special Calling Options:

- **Intercom Call:** Intercom sets up an instant call to the Speakerphone of the extension you are calling. The callee does not need to answer the ringing phone. Dial 7 + extension.
- **Speed Dials:** Maps extension-like numbers to external phone numbers.
- **Transfer to Voicemail:** Sends caller's directly to the extension's voicemail. Press **[Transfer]** and dial 8 + extension.

Feature Codes:

When using a software phone or the web portal to make and receive calls, use the following feature codes in place of missing feature buttons:

- *2 – Attended Transfer
then dial 10-Digit Company Number + Extension
- ## – Blind Transfer
then dial 10-Digit Company Number + Extension
- *21 – Toggle Find Me-Follow Me On/Off
- *45 – Toggle Receiving Queue Calls On/Off
- *70 – Turn Call Waiting On
- *71 – Turn Call Waiting Off
- *78 – Turn Do-Not-Disturb (DND) On
- *79 – Turn Do-Not-Disturb (DND) Off
- *97 – Access Voicemail