

ASPIRE TELEPHONE AND VOICEMAIL QUICK REFERENCE GUIDE

MAKING CALLS

Internal: Lift handset OR press SPK key
Dial desired extension
Speak after the tone or press 1 to make phone ring

External: Lift handset OR press SPK key
Dial 9 + outside number

ANSWERING CALLS Lift handset OR press SPK

TRANSFER

Press HOLD key
Dial desired extension / or press programmed BLF key
Announce call and /or hang up

If busy/ no answer: Press flashing CALL key where call is holding

TRANSFER TO VM

Press HOLD
Press MSG key
Enter voicemail extension number / or press programmed BLF key
Hang up

HOLD

Retrieve: Press HOLD key
Lift handset or press SPK
Press flashing CALL key / or line key

PARK

To Park a Call: Press 1 of the fixed PARK keys (Park 1, Park 2, etc.)
To Retrieve: Lift handset or press SPK
Press fixed PARK key where call is parked

PAGE

Lift handset
Press PAGE key
Make announcement and hang up

DIRECTORY

With handset down, press DIR then EXT for company directory
Press letters on keypad to spell name
Use VOLUME keys to scroll
When you see name you want, lift handset or press SPK

REDIAL

Lift handset or press SPK
Press LND (last number dialed)

CONFERENCE

While connected to 1 party

Press CONF

Dial internal extension or press 9 for outside line (dial other party)

When other party answers press CONF twice to start conference

Repeat this to add additional parties (4 people maximum)

DO NOT DISTURB

To activate:

Press DND + 3 (sends all calls directly to your voice mail if programmed)

To deactivate:

Press DND + 0

SPEED DIAL

(External Only)

To Program:

Press SPK key

Press 855 + desired one touch key "one of the ten keys on top"

Enter 9+ number

Press HOLD twice

Press SPK to hang up

To use:

Lift handset or press SPK

Press desired speed dial key

ONE TOUCH CALLING (Internal Only)

To program:

Press SPK key

Press 8 5 1

Press key to program "one of the lit keys"

Press 01 + extension number

Press HOLD

Press SPK key to exit

VOLUME +/-

Adjusts 3 different volume settings

1) Adjusts the volume while you are on the phone

2) Adjusts the ringing volume

3) Adjusts the page volume

!!! Adjustments must be made while the feature is active

RING TONE

Press SPK key

Dial 8 2 0

Press 1 to set Intercom Ring

Press 2 to set Outside Ring

Dial code for ring pattern you want to set (1 – 8)

Press SPK to hang up

VOICEMAIL

Your mailbox number is the same as your extension

To access voicemail:

From your phone:

Press MSG key

Enter your security code

From outside

Dial Back Door number () If applicable

When the voicemail answers press # + your mailbox number

From another desk: Lift handset or press SPK
Dial 600
Enter your mbox number

*You must initialize your mailbox so callers will know that they have reached the correct mailbox. Initialization includes recording your name for the company directory, recording your personal greeting and changing your security code. By following the directions below you will successfully initialize your mailbox. ***You may also use the soft keys that appear in the display after you log into your mailbox.****

To set security code: Log into voicemail
Press 677 (O, P + S)
Enter new password (must be 4 digits)
Press # then 2 to save

Record your name: Log into your mailbox
Press 76 then 7 (R, N + R)
At the tone, record your first and last name
Press # (you will be prompted to listen, re-record, etc.)

Record your greeting: Log into your mailbox
Press 4 then 7 (G + R)
At the tone, record your greeting
Press # (you will be prompted to listen, re-record, etc)

Sample Greetings:

1. Thank you for calling _____. You have reached the voicemail of _____. I am either on the phone or away from my desk. At the tone, please leave a message and your call will be returned as soon as possible. If you require immediate assistance, please dial 0 now. Thank you.

2. Hello, you have reached the voicemail of _____ and for Monday the 8th I will be out of the office all day. At the tone, please leave a message and your call will be returned as soon as possible. To speak with the operator, dial 0 now. Thank you.

MESSAGE OPTIONS

You will be notified of new messages by the flashing Voice Main key on your telephone.

To Listen to Messages:

Log into your mailbox

5 Listen to new messages

17 Listen to saved messages

Options available while listening to a message:

- 3** Erase the message
- 72** Save the message
- 73** Reply to message sender (internal only)
- 63** Forward message to another user
- 2** Back up 5 seconds
- 22** Back up to beginning of message
- 4** Go forward 5 seconds
- *** Pause listening/ continue listening
- 84** Time and Date stamp (We turn this on for you at installation)
- 5** Go to next message
- 99** Exit Voicemail

To leave voicemail for another extension:

Dial the extension number
If unanswered or busy, press your MSG key

To skip to the end of someone's greeting:

When you hear their greeting, press *

To back up a step in Voice Mail

Press the # key