

*8335 Guilford*

## **Telephone Reference Guide**

**Voicemail**

### **Voicemail First Time Set Up:**

- To access your voicemail for the first time, dial **star plus your ext.** Pressing the envelope key will do the same as well.
  - Enter your Password. This is the same as your extension number by default.
  - Follow prompted instructions to set up and record greetings and set your own password. You **MUST** change the password from the default.
- To Access your Messages Internally:**
- Dial **star plus your ext.** Pressing the envelope button will do the same as well.
  - Enter the password that you set during your first time setup of voicemail.
  - Follow the prompts to do what you want to do.

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For additional information, visit our website  
[www.acctelecom.com](http://www.acctelecom.com)

## Basic Functions

### To Park a Call:

- Press the softkey under the **park** option in the screen and listen for the park slot number to be played back to you. Then press the softkey under **XferLine** or **XferExt** depending on your phone model. You will then need to let the person know where the call is so they can pick it up.
- To retrieve the parked call press the arrow button to the right and press the softkey under the **park 1**, **park 2**, **park 3** or **park 4** depending on where the call was parked.

### Volume Control:

- To adjust handset volume, lift the handset then press the **VOL** up arrow to increase the volume or **VOL** down arrow to lower the volume. Press the **Save** button to keep that volume.
- To adjust the speaker volume for internal/external calls, press the speaker button, then press the **VOL** up or down to adjust. Press the **Save** button to keep that volume.
- To adjust Ring tone volume, make sure that the phone is idle and the handset is on-hook, press the **VOL** arrows up or down to adjust. Press the **Save** button to keep that volume.

### Call Pick Up:

- To answer a call that is ringing at another ext other than the one you are at press star then 8 followed by the ext number you are trying to answer. Then press the softkey under the **Dial** option in the screen. The call that was ringing that phone will now be in your ear.

### International Calling:

- Please contact ACC Telecom to obtain your security **PIN code** for International calling.
- To place an international call, please dial “011” (USA exit IDD) + country code + the international number. **Some customers may need to dial “9” prior to dialing “011”**. Country codes can be found on our international rates document or via your Internet browser.

### To Forward Calls :

- Press the softkey under the **CFWD** option in the screen. The screen will be asking you to enter the call forward number. Enter the number you wish to forward your calls to and press the softkey under the **Dial** option when done
- To cancel the call forwarding press the softkey under the **-CFWD** option in the screen. Your forwarding will then be canceled.

### To Make a Call Externally:

- Enter the number you wish to dial and press the softkey under the **Dial** option in the screen, pick up the handset or press the speaker button.

### To Make a Call Internally:

- Reference the company directory and dial the specified extension number then press the softkey under the **Dial** option in the screen, lift the handset or press the speaker button
- Press the softkey under the **Answer** option in the screen to answer the call over speaker automatically.
- To stop your phone from ringing press the softkey under the **Ignore** option in the screen. This will stop your phone from ringing but the call will still ring the other phones in the office. (If programmed that way)

### To Transfer a Call:

- While on a call, press the softkey under **Bxfer** option in the screen, dial the extension desired and press the softkey under the **Dial** option in the screen. This is for a Blind Transfer, if you wish to do a Supervised Transfer use the **xfer** option in the screen rather than the **Bxfer**.

### To Transfer to Voicemail:

- While on call, press the softkey under the **Bxfer** option in the screen then the extension number followed by a star. Then press the softkey under the **Dial** option in the screen. Please note you may not have to press the Dial softkey. If the call disappears after you press the ext + star then just hang up.

### To Conference a Call:

- While on a call, press the softkey under the **Conf** option in the screen. Once you hear the dial tone, call another station or outside line. When the called party answers press the softkey under the **Conf** option in the screen again. Repeat the above steps to add lines to the conference.
- To hold a conference call, press **HOLD**, all callers in the conference will hear music on hold at that time.

### NOTES:

### All Call Page Announcement:

- Lift the handset, press and dial ext 800 this will hit the speaker of every phone with in your location. NOTE\*\* Paging does not go across to other locations outside your office\*\*

- Press the softkey under the **DND** option in the screen. The screen will then show Do Not Disturb.
- To remove the Do Not Disturb function, press the softkey under the **-DND**, and the feature will be turned off.

### Do Not Disturb:

- Press the softkey under the **DND** option in the screen.
- The screen will then show Do Not Disturb.
- To remove the Do Not Disturb function, press the softkey under the **-DND**, and the feature will be turned off.