

PBX Desk Phone Basics

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MAKING CALLS

Making a call with your phone does not require a leading 9. You can dial on-hook or off-hook.

▶ To dial on-hook

1. Dial the phone number.
2. Pick up the handset, headset, or speaker.

▶ To dial off-hook

1. Pick up the handset, headset, or speaker.
2. Dial the phone number.

Calls to the US and Canada are all dialed using 10 or 11 digits.

MAKING INTERNATIONAL CALLS

▶ To dial an international call

1. Dial the international call code 011.
2. Dial the country code.
3. Dial the local number.

International calling is commonly disallowed to prevent toll fraud.

EXTENSION CALLING

Extensions on your system can be dialed using their 4 digit extension or by pressing the button on your phone corresponding to the desired extension.

INTERCOM

VoIP phones provide an intercom feature that allows you to instantly connect to other phones within your office. Intercom functionality is ideal for announcing visitors or asking a quick question.

When one phone intercoms another extension, it does not ring the other phone. Instead, the other phone will beep, and then its microphone and speaker turn on.

▶ To intercom

1. Dial 08ext. For example, to intercom extension 1000, dial **081000**.

RECEIVING CALLS

When a call comes in, you can answer it via a headset, speakerphone, or handset.

▶ To answer a call using a handset

- Lift the handset off-hook.

▶ To answer a call using a speakerphone

- Press the **Speaker** button.

▶ To answer a call using a headset

- Usage depends on how the headset is connected. Often, you'll press the button on the headset or press the headset button on the phone.

VOICEMAIL

ACCESSING VOICEMAIL

▶ To dial on-hook

1. Press the **Messages** button on your phone to access your voicemail box, or dial *5001 if you cannot identify the voicemail button.
2. If you subscribe to multiple mailboxes, a list of mailboxes may appear. Select the mail box you want to access.
3. When prompted, enter your voicemail pin, and then press **#**.

▶ To access another person's mailbox

1. Dial ***5000**.
2. When prompted, enter the other person's extension number.
3. Enter the voicemail PIN of the other person's mailbox, followed by **#**.

SETTING UP YOUR MAILBOX

The first time you log in to your mailbox you are walked through recording your name for the directory and recording your personal greeting.

The name recording is for the dial-by-name directory, so when someone enters the first three letters of your last name, it will play back your name recording.

The greeting plays when your mailbox is reached. It is very important to make a custom message, as many callers will not leave messages at mailboxes that have generic greetings.

VOICEMAIL continued:

ALTERNATE GREETINGS

Your mailbox supports multiple greetings for different scenarios like business trips and holidays.

▶ To record an alternate greeting

1. From your mailbox, press **6** for greetings, and then press **1** to record an alternate greeting.
2. When prompted for the greeting number press **2** for your next alternate greeting (1 is your default greeting).
3. After your recording is completed, select the active greeting by selecting option **3** in the greeting menu.

HANDLING CALLS

ATTENDED TRANSFER

Attended transfer allows you to speak to the transfer recipient prior to completing the transfer while the caller is on hold.

▶ To perform an attended transfer using Polycom and Yealink phones

1. Press the **Transfer** key/softkey on your phone.
2. Dial the recipient's extension or press their BLF.
3. Speak to the recipient, and then either press **Transfer** again to complete or cancel if the recipient cannot take the call.

BLIND TRANSFER

▶ To blind transfer using Yealink phones

1. Press Transfer.
2. Dial the extension of the recipient
3. Press Transfer.

TRANSFERS TO EXTERNAL NUMBERS

A transfer can also go to an external number such as a cell phone. Follow the transfer directions above but instead of dialing an extension, dial a 10 digit phone number.

VOICEMAIL TRANSFER

Voicemail transfer goes straight to the recipient's voicemail box without ringing the recipient's phone.

HANDLING CALLS continued:

▶ To perform a voicemail transfer

- Perform a blind transfer with a 03 prefix before the extension. For extension 1111's voicemail, for example, blind transfer to 031111.

PARK AND HOLD

On your phone system, hold is a local function. This means a call held on your phone cannot be picked up at another station. Park is a system-wide function. This means a call parked at one phone may be picked up by any phone.

▶ To park a call

1. Press Transfer, 7000, Transfer in an active call from any phone.
2. Hang up.

To retrieve the parked call, dial *557000.

There may be other Call Park extensions provisioned.

DIRECTED CALL PICK UP

Directed call pickup (DCP) allows you to answer a call ringing at another station.

▶ To perform a directed call pickup

- Dial **07ext**. If 1111 is ringing, for example, dial **071111** to pick up that call.

Phones with BLFs to the ringing station can also press the corresponding BLF.

3-WAY CONFERENCE

▶ To make a 3-way conference

1. Call or be called by the first participant in the conference.
2. Press the **Conference** key/softkey, and then dial the second participant.
3. After the second participant picks up, press **Conference** again to connect everyone.

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