

CES PHONE SYSTEM FEATURES

◇ **To Call the Receptionist:**

Lift Handset or Press Speaker + Press 0

◇ **To Place An Outside Call:**

Lift Handset or Press Speaker + Dial 9 + Number

◇ **To Place A Long Distance Call:**

Lift Handset or Press Speaker + 9 + 1 + NUMBER

◇ **To Answer A Call Ringing To Your Desk:**

Lift Handset Or Press SPK Key.

◇ **To Transfer a call:**

1. Press the **FLASH** button.
 2. At the dial tone, dial the third party's extension number, or if permitted, a trunk-line access prefix and an external phone number.
 3. When the third party answers, announce the call or simply hang up.
- When hanging up keep the hook-flash depressed for a couple of seconds to make sure the call is transferred. To abort the transfer and reconnect to the incoming call, press **FLASH** again before the transfer is complete.

◇ **To Retrieve Your Voice Mail:**

- ◇ **From your extension:** Press **Voicemail** key
- ◇ **From outside the office:** Dial 482-9499 or 482-9491 (see your welcome packet)
- ◇ When message starts press Pound Key (#) + your 4 digit extension, when prompted enter your Security Code (Password) (**Default 2580 or 0852, please change the security code/password to your own ASAP**) and follow the instructions

◇ **To change your Password:**

At the Main Menu press:

- **4** - Personal Options
- **2** - Password Options
- **1** to change Password

◇ **To Place A Caller On Hold:**

Press HOLD Key. (The caller will hear our music on hold)

To retrieve the call press the lit-up Hold key

◇ **Dial Last Caller #69**

Dials the last incoming call number.

◇ **Last Number Redial #99**

Saves and redials the last number dialed.

◇ **To Answer An Incoming Call While On The Phone:**

You will here a beep when a second call is coming in.

Tell the other party you ere going to place them on Hold.

Press the FLASH key.

You are now connected to the second call.

To go back to first caller tell your second caller you will place them on Hold and press FLASH key.

To Transfer between callers repeat the above steps.

To Transfer A Call To A Co-Worker:

With the caller on the Line press FLASH, you should have dial tone, enter your Co-Worker's 4 digit extension + announce the caller + hang up.

◇ **To record your greetings**

By default we have recorded your 'Personal Standard Greeting', your after hours 'Company Greeting' and your extension(s) directory name.

At the Main Menu press:

- 4 - Personal Options
- 1 - Change Name or Greetings:
 - 1 - Record Personal Greetings:

There are 8 different greeting options. Each reflects a different activity:

- 2 - **Personal** greeting
- 3 - **Meeting** greeting
- 4 - **Away From Desk** greeting
- 5 - **Business Travel** greeting
- 6 - **Personal Time Off** greeting
- 7,8 or 9 - **Custom** greeting

Record your greeting and press # when finished.

- 2 - Directory name

Record your full name and press # when finished.

- 3 - Select which greeting to activate (greeting 1 through 9)

◇ **To Establish A Conference Call:**

1. Establish First Call
2. Wait till you are connected
3. When ready press FLASH Key
4. Press 9 (Line Out)
5. Establish Second Call
6. Wait till you are connected
7. Press # Key
8. Repeat these steps to add more Parties

◇ **To Use Call Forwarding :**

Lift Handset or Press Speaker +Press #36

You will be prompted to enter your security code (Voicemail Security Code)

You will be given the instructions to enter the Forwarding Number, if it is outside the system, use 9 + Number. If it is a long distance number use 9 +1 + number

To cancel Call Forward:Lift Handset or Press Speaker +Press #36

◇ **To Change Contrast On Your Display:**

Press the Half Moon key on the top right of your screen display until desired contrast

◇ **To Change The Name & Extension on your Phone Display**

- Press 'Menu' Key (top right corner)
- Press 1
- Enter your extension number
- Press 'Save' key (under 'Menu' Key)
- Enter your full name using number keypad
- Press 'Save Key

◇ **To Change Speaker Volume:**

With handset off the hook press the VOLUME key

◇ **To Answer A Call Ringing To Another Desk:**

Lift handset + dial #30 + Extension Number of the ringing telephone.

◇ **Call Waiting**

If a call comes in while you're on the phone, the system will beep up to three times over a 24 second period before the call is routed into voice mail.

To answer the call:

Press **FLASH** to put the first call on hold and simultaneously connect to the waiting call.

Press **FLASH** again to return to the first call.

◇ **Multiple Cal Waiting: Put a request in with the Site Manager to activate this feature**

This feature enables a "personal" queue that allows you to handle multiple incoming calls by letting callers wait in queue until you answer the call. You can transfer or park calls before answering the next call in queue.

◇ **To Move your extension from one phone to the other:**

Station LogOut: #26 <extension> <password>

Deactivates or shuts off your extension, forwarding all calls to voice mail. This feature can be used to move your extension from your phone set to another phone set in the office.

Station Log In: #27 <extension> <password>

When you login to another phone make sure that phone has been logged out from its previous extension

When you have re-logged in also re-login your group:

Group Log In: #54 <Group Extension> (Company Voice Mail Extension)

◇ **Privacy Consistency**

With the following 2 features you will not have to disclose your personal phone numbers ever again:

- One Number Access (ONA)/Follow Me feature:
 - Will track you at up to 4 different customized locations: cell phone, home phone, another extension within your organization, etc.
 - Caller ID based ONA: If enabled only callers with pre- determined caller ID's will be able to get through
 - Transmitted caller ID: you will be able to accept or reject a calls based on the incoming caller ID
 - Call screened ONA: If enabled callers will be prompted to record their names and you will hear the recorded name prior to accepting or rejecting the call.
 - Callers are also able to press the #(pound key) to leave a message at any time
- Your Company caller ID: just login to our phone system to make an outside call in order to show your Company Outgoing Caller ID as oppose to your cell phone or home phone number.

◇ **Altiview Web Interface Features: Put a request in with the Site Manager to install this software on your computer.**

- Call Pop Ups with caller ID
- Control all your incoming calls from the Altiview pop-window with one mouse click:
 - Answer Calls
 - Put on Hold

- Transfer to voice mail
- Transfer to another extension
- Conference call
- Handle multiple incoming calls with:
 - Call waiting: second caller will show up in window
 - Multiple call waiting: enables you to park multiple calls in window with music on hold
 - Call Queue: will put multiple calls in queue if you are unable to answer all calls and will play a personalized message
- Call Record
- Answer/Transfer/Reject calls
- Conference Calls
- Voice Mail Management
 - Listen to messages
 - Saving messages to your computer
 - Control message notification feature
 - Return Call to caller
 - Attaching memos to voicemail messages
 - Record messages: to be stored on your computer and to be used as attachments to applications such as e-mails, spreadsheet comments, voice mail comments etc
 - Forwarding messages to another extension or group of extensions
- Monitor other extension within your organization:
 - Monitor an extension's status: ringing, connected, idle, holding, etc
 - Call an extension by clicking on it
 - Picking up calls for another extension
- Viewing call history:
 - Returning calls in history list
- Speed dial list:
 - 20 speed dials
 - Click on speed dial to make a call
- Integrates with Microsoft Outlook or Outlook Express contact list
- Call forwarding
- One Number Access (ONA)/Follow Me feature:
 - Will track you at up to 4 different customized locations: cell phone, home phone, another extension within your organization, etc.
 - Caller ID based ONA: If enabled only callers with pre- determined caller ID's will be able to get trough
 - Call screened ONA: If enabled callers will be prompt to record their names and you will hear the recorded name prior to accepting or rejecting the call.

SHORTCUTS:

<passwd>. Log in to voicemail at your own station

<ext> <passwd>. Log in to voicemail at another station

<ext> <passwd>. Check your company voicemail

AltiGen Voice Mail System Quick Features

#11 Greeting Menu

#28 Password Menu

Making Calls

#34 Dial By Name1

#35 Virtual Log In (Station Privilege Override)

#69 Dial Last Caller

#77 Station Speed Dial
 #88 System Speed Dial
 #99 Last Number Redial
 #93 <ext>..... Intercom Call

Answering Calls

#29 <ext>..... Individual Call Pickup (a specific station)
 #30 SystemCall Pickup (any station ringing)
 FLASH #31 Personal Call Park
 #31 <ext>..... Personal Call Park Pickup
 FLASH #41 System Call Park
 #41 <loc. #>..... System Call Park Pickup
 #51 <loc. #>..... Line Park Call Park Pickup
 #81 Hands Free Intercom Mode
 #82 Hands Free Manual Answer Mode

Call Management

#26 Station Log Out
 #27 Station Log In
 #32 <acct code>..... Enter Account Code (before dialing)
 FLASH #32 <acct code>..... Enter Account Code (mid-call)
 #33 Do Not Disturb
 #36 Call Forwarding
 #37 Remote Call Forwarding

Other Features

#22 Feature Status Check
 #25 Station Speed Dial Setup
 #55 List Feature Tips
 #73 Silent System Call Park
 #90 Ready to receive workgroup calls
 #91 Not ready to receive workgroup calls
 FLASH <ext> Transfer
 FLASH #40 Transfer to Altigen Voice Mail System
 FLASH # 15 <AA/IVR#> Transfer to Auto Attendant/IVR
 FLASH # # <ext> Transfer to a User's Voice Mail
 FLASH <ext> Consultation (FLASH to return to original call)
 FLASH <number> # Conference Call
 FLASH Call Waiting

Workgroup Features

#29 <wkgp ext> Workgroup Call Pickup
 #54 <wkgp ext> Workgroup Log In
 #56 <wkgp ext> Workgroup Log Out
 #90 Status Ready
 #91 Status Not Ready

For additional features and more detailed explanation please ask for the '**ADVANCED PHONE SYSTEM FEATURES**' Section