



**MINNESOTA VOIP INC.**

**Voice & Data Specialists**

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## **Telephone System Quick Reference Guide**

### **HOW TO ANSWER A CALL**

Simply **LIFT** the Handset and you will be connected to the ringing call.

To Answer Via Speakerphone **PRESS** the **SPEAKER** Key or **PRESS** the **ANSWER** Key on the Display

### **HOW TO MAKE AN INTERNAL CALL**

Lift Handset.... Dial 3 Digit Extension Number

### **HOW TO MAKE AN EXTERNAL CALL**

Lift Handset.....

Dial 10 Digit Telephone Number ( Must Include Area Code )

For Long Distance calls it is not necessary to Dial a 1 before the Number

### **HOW TO PLACE A CALL ON HOLD**

While in an active call, simply **PRESS** the **HOLD** Key... (found on your telephone display)

To return to the call **PRESS** the Flashing Line key....

or **PRESS** the **RESUME** Key (found on your telephone display)

### **HOW TO ANSWER A SECOND CALL RINGING AT YOUR TELEPHONE**

To Answer a Second Call **PRESS** the **Answer** Key which will appear on the Lower Left corner of your telephone display. This will automatically put the first caller on hold. To return to the first caller, **PRESS End Call**, **PRESS Resume**.

### **HOW TO TRANSFER A CALL TO ANOTHER EXTENSION**

Answer the Call..... Press the Transfer Key.... ( found on telephone display)

Dial Extension Number.... ( wait for ring)

Press Transfer Key again.

Note: To announce the call before completing transfer, simply remain on the line until called party answers....  
Announce the call.... Press Transfer to complete the call.

## **HOW TO SET-UP A 3-WAY CONFERENCE CALL**

Place or answer the first call..... **PRESS** the **CONFRN** Key.... (found on your telephone display)  
Make the second Call (Internal or External )....  
Wait for second party to answer.....  
**PRESS** the **CONFRN** Key to join all parties.

## **HOW TO CALL FORWARD ALL CALLS**

To Enable Call Forward Lift Handset and Dial \*71  
You will be prompted for the Redirection number...  
Enter the telephone number you want calls forwarded to followed by the # key.

\* To cancel Call Forwarding Lift handset and Dial \*72

## **HOW TO ENABLE DO NOT DISTURB**

Lift Handset and dial \*78.....

Note: This will Re-direct all calls to your Voicemail.....

To Cancel Do Not Disturb Lift Handset and Dial \*79.....

## **Call Pick UP**

Lift handset Dial \*87

# **COMMONLY USED VOICEMAIL FEATURES**

## **HOW TO SET-UP YOUR PERSONAL VOICEMAIL**

**PRESS** the **MESSAGES** button on your telephone.....  
You will be prompted for your Access Code. ( all access codes are factory set at 0000 )  
You will then be presented with the MAIN Menu of the mailbox.....

**PRESS (1) To Hear your Messages**

**PRESS (2) To Change your Access Code**

**PRESS (3) To Record Your Name**

**PRESS (4) To Record a Personal Welcome Message**

**PRESS (5) To Record a Message for another Voicemail Subscriber**

**PRESS (9) To Select your Mailbox Greeting**

## **HOW TO TRANSFER A CALLER TO VOICEMAIL**

Answer the Call..... Press the **Transfer** Key.... ( found on telephone display)  
Dial **8** plus the Extension Number.... Ex: 8101 ( transfer caller to mailbox 101)  
Press transfer to complete the transfer ....

## HOW TO RETRIEVE YOUR MESSAGES

### *From Your Desk:*

**PRESS** the **Messages** button.....

Enter your Access Code...????

**PRESS 1** to listen to Messages

### *From Outside the Office:*

Dial your Personal 10 Digit telephone number.....

When your Personal greeting answers dial \*

You will prompted for your **Access Code**....

Enter your **Access code**

Dial **1** to listen to messages

