



Axxent Phone Instructions

(NOT ALL PHONES HAVE ALL FEATURES)

To Intercom Any Extension:



Press "SPKR" key or lift the handset. Dial the extension number or press the name key.

To Take An Incoming Call:

Lift handset while it is ringing.

If you do not have a ringing set, lift the handset and press the flashing line key.

To Make An Outgoing Call:

Lift handset and press the "Outgoing" button. Dial the phone number.

To Transfer A Call To An Extension:

Press the "Transfer" key and then dial the extension number, or press the name key.



Announce the call or hang up.

To Transfer A Call To Voice Mail:



Press the "Transfer" key.

Press "299".

Press the extension number.

Hang up to complete the transfer.

If equipped with a TR VM key:

Press "TR VM" key, press the name key. Dial the extension number.

Hang up to complete the transfer.

To Leave An Internal Extension A Voice Mail Message:

Press "299", then the desired extension number. Follow the prompts.

To Page:

Lift the handset. Press "71". Announce your page and then hang up, pressing the hook switch with your hand rather than the handset to end.

Using Distinctive Ring:



Lift the handset or press "SPKR".

Press "∞".

Enter "398".



Enter "0-9" on the keypad.

Press "SPKR" when you hear the ring you want.

**To Handle Multiple Calls:**

Put 1st call on hold by pressing "HOLD" key. Pick up 2nd call by pressing the blinking line key. Put 2nd call on hold by pressing "HOLD" key. Return to the 1st call by pressing its line key.

To Put The System In Night Mode: (for System Administrator use only)

Press The "Night" key (when the key lights you are in night mode).

To Deactivate Night Mode:

Press the "Night" key (when the light goes out you are out of night mode).

To Conference Call:

While on the first call, press the "CNF" button or "∞ 5".
Place an intercom or outside call.
Press the "CNF" button or "∞ 5".
Press "CN" F or "∞ 5" again to establish the conference.

**To Program Station Speed Dials:**

Press "∞ 383".
Enter the Speed Dial Bin (0-9).
Enter the telephone number (up to 32 digits).
Press "#" to accept.

To Use Station Speed Dials:

Lift the handset.
Press an idle line key.
Press the speed dial key or dial "∞ 382" and the speed dial bin number (0-9).

To pick up a ringing call at another extension:

Press the "Answer" key, then the extension of the phone where the call is ringing.

To pick up a call holding on another extension:

Press the "Answer" key, then the extension the call is holding on.

To Program System Speed Dials:

Do not lift the handset.
Press "9801".
Enter the 2-digit bin number (01-99).

To program the location name, press the keypad keys to enter the desired characters.

Press the "#" key to save the name.

Enter the telephone number to be stored.

Press the "#" key to save the number and exit.

To Use System Speed Dials:

Lift the handset.



Press an idle line key.

Press "∞ 381".

Press the 2-digit bin number (01-99).

Press the "#" key to dial the number.

To Use Call Forward:



Press "FWD".

Press "355" to forward all calls.

Enter the destination extension .

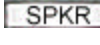
To forward to an outside telephone number, select an outgoing line and dial the telephone number.



To Cancel Call Forward:



Press the "FWD" key, then "SPKR".



How to Program Name buttons:



Press the "∞" button.

Press "397".

Press the button you want to program.

Enter the three-digit extension number.

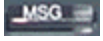
Voice Mail Operations

To Access Voice Mail When The Message Indicator Light is Flashing:

Press "SPKR" or lift the handset.

Press the "MSG" key.

Follow the voice prompts from there.



To Access Voice Mail When The Message Indicator Light is NOT Flashing:

Either lift the receiver or press "SPKR".

Press "299".

When the Auto Attendant begins speaking press the "*" key.

Enter your 3-digit Mailbox.

Follow the voice prompts from there.

To Access Voice Mail From Outside The Office:

Dial in and get the main greeting, or if the operator answers, have the operator transfer you to extension "299".

Press the "*" key, the message prompt will ask for your extension number and password.

Initializing Your Voice Mailbox:

To access voice mail, press "SPKR" or lift the handset, enter "299".

Your temporary password is your extension number. Enter that number, then press "*"#. Follow the prompts.

Note: When prompted to record your name say your full name and extension number.

An Example Active Greeting:

"Hello, you've reached the voice mailbox of **Full Name**. I'm sorry I've missed your call. Please leave a detailed message and I will get back to you with the information you need. If you let me know the best time to reach you I'll try to get back to you then. Thank you for your call."