



Axxess 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. Announce the call or hang up.

To Transfer A Call To Voice Mail:

Press the "Transfer" key.
Enter "2504".
Enter the extension number.
Hang up.

To Leave An In House Extension A Voice Mail Message:

Enter "2504".
Press then the extension number you want to leave the message for.
Leave your message after hearing the greeting.



To Page:

Lift the handset. Press the "∞" key or press page zone 71. When you are done speaking, press the hook switch with your hand rather than using the handset.



Using Distinctive Ring:

Lift the handset or press "SPKR".
Press "∞".



Enter "398".
Press 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. 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 "CNF" or "∞ 5" again and the conference will be established.

To Use Silent Monitor:

Lift the handset or press "SPKR".

Press the "Silent Monitor" key.

Press the extension number you wish to monitor.

**To Cancel Silent Monitor:**

Hang up or press "SPKR".

To Program Station Speed Dials:

Do not lift the handset.

Enter "383".

Enter the 2-digit bin number (0-9) or press the speed dial key that you want to program.

Dial the telephone number to be stored.

Press the "#" key to exit.

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 that the call is ringing on.

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.

Enter "9801".

Enter the 3-digit bin number (001-999).

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.

Enter "381".

Press the 3-digit bin number (000-999).

Press the "#" key to dial the number.

**To Use Call Forward:**

Press "FWD".

Enter "355" to forward all calls.

Enter the destination extension.

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

**To Cancel Call Forward:**

Press "FWD" key, then "SPKR".

**How to Program Name buttons:**

Press the "∞" button.

Enter "397".

Press the button you want to program.

Enter the four-digit extension number.



ACD Operations

How to use the DND key:

Press the "DND" key if you are going to be away from your desk for a short period of time, the key will light up.

Press the "DND" key again when you come back and the light will go out. You are now available to take calls.

SPKR Key:

Use the "SPKR" key to hang up with the caller.

How To Log Into The ACD Queue:

Press the Agent Log button.

Enter your 3-digit agent log code.

Voice Mail Operations

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

Press "SPKR" or lift the handset.

Press the "MSG" key and then follow the prompts.

To Enter Voice Mail When There Is No Message Indicator Flashing:

Either lift the receiver or press "SPKR".

Enter "2504".

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

Enter your 4-digit Mailbox.

Follow the voice prompts from there.

To Enter Voice Mail From Outside The Office:

Dial in and transfer to extension "2504".

Press the "*" key and follow the prompts.

Initializing Your Voice Mailbox:

To access voice mail, press "SPKR" or lift the handset. Enter "2504".

Your temporary password is your extension number. 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 **Full Name**. I'm sorry I've missed your call.

Please leave a detailed message so that I can 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."