



Executone Phone Instructions

(Not All Phones Have All Features)



To Reach Any Internal Extension:
Press the Hands-free key or lift the handset.
Enter the extension number or press the name key.

To Take An Incoming Call:
Lift the handset.



To Make An Outgoing Call:
Lift the handset and press a LINE In/Out key.
Enter the phone number.



To Transfer A Call To An Extension:
Press the "TRAN/CON" key and then enter the extension number.
Announce the call or hang up.

To Transfer A Call To Voice Mail:
Press the "TRAN/CON" key.
Enter "76".
Press the extension number (you must dial the extension number).
Hang up.

To Leave An In House Extension A Voice Mail Message:
Press "436".
Press "*" then the extension number you want to leave the message for.
Follow the prompts.



To Page:
Lift the handset.
Press the "PAGE" key or press page zone 60.
When you are finished speaking, press the hook switch with your hand rather than with the handset.



Using Distinctive Ring:
Lift the handset or press Hands-free.
Enter "70".
Dial a digit (1-5).



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

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To Handle Multiple Calls:

Put the 1st call on hold by pressing the "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 up 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:

Place the first call.
Press "TRAN/CON".
Place the next call.
Press "TRAN/CON" again to establish the conference call.



To Use Silent Monitor:

Lift the handset or press Hands-free.
Press the "Silent Monitor" key.
Press the number of the extension you wish to monitor.

To Cancel Silent Monitor:

Hang up or press Hands-free.

To Program Station Speed Dials:

Do not lift the handset.
Press the "Program" key.
Enter the 2-digit bin number (01-29).
Enter the phone number.
Press the "Program" key.



To Use Station Speed Dials:

Lift the handset.
Press an idle line key.
Press the "Program" key.
Press the 2-digit bin number.

To Program A Key As A Station Speed Dials:

Do not lift the handset.
Press the "Program" key.
Press the key you wish to program.

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Enter the 2-digit bin number (01-29).
Enter the phone number (enter a 9 first if you have Centrex).
Press the Program key.

To pick up a ringing call at another extension:

Press 2, then the extension where the call is ringing.

To pick up a call holding on another extension:

Press 4, then the extension the where call is holding.

To Program System Speed Dials:

Must be programmed from the Operator phone.

Do not lift the handset.

Press the "Program" key.

Press the "*" key.

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

Enter the phone number.

Press the "Program" key.



To Use System Speed Dials:

Lift the handset.

Press an idle line key.

Press the "Program" key.

Press the "***".

Press the 3-digit bin number for the number you want.

To Use Call Forward:

Lift the handset.

Press "FWD" key.

Press "Ext" key.

Press the extension number you want to forward to.

Enter the destination extension.

To Cancel Call Forward:

Do not lift the handset.

Press "FWD" key.

To Use Orbit:

Use if you try to transfer a call, and find the party is not at their extension.

Press "Tran/Con", then select an orbit position (Use 50-54 if you are the receptionist. Use 55-59 otherwise).

Press the "Page" key.

Announce who the call is for and what position it is Orbiting on.



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If the call isn't answered it will ring back to you in two minutes.

To Pick Up A Orbit Call:

Lift the handset or press Hands-free.

Go to any phone in the system and press the announced Orbit number.



How to Program Name buttons:

Press the "Program" button.

Press the button you want to program.

Enter the four-digit extension number.

The Program button will go out, confirming the process has been completed.

ACD Operations

How to use the Unavailable key:

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

Press the "Unavailable" key again when you come back, and the light will go out.

You are now available to take calls.

English Queue & Spanish Queue: (buttons provide a visual indication of how many calls are in queue.)

Button will be lit steady when 1 call is in queue.

Button will flash slowly when 2 calls are in queue.

Button will flash fast when 3 or more calls are in queue.

Release Key:

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



How To Log Into The ACD Queue:

Press the "Log" button.

Enter your 3-digit agent log code.

(You must be logged into the ACD queue to take calls.)

Voice Mail Operations

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



Press the "Voice Mail" key.
Enter your password.
Follow the voice prompts.

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



Either lift the receiver or press Hands-free.
Enter "436".
When the Auto Attendant begins speaking, press the "#" key.
Enter your 4-digit Mailbox.
Follow the voice prompts.

To Access Voice Mail From Outside The Office:

Dial in and transfer to extension "436".
Press the "#" key, follow the prompts.

Initializing Your Voice Mailbox:

Access your voice mailbox.
Your temporary password is your extension number. Enter it and then press "#".
Follow the prompts.
Enter a new password when asked. Code can be 4-9 numbers. Press "#"
to accept.
State your full name and extension number when asked.
You are now in the main menu.
Press "3" for Personal Options.

- Press "1" for Greetings.

Press "2" for Record.

- Press "1" for Mailbox Greetings.
- Press "2" for Primary Greeting.

When hanging up, hit * several times until you hear "Exiting the system, goodbye".

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."

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