



# Executone Medley Phone Instructions

(Not All Phones Have All Features)



## To Take An Incoming Call:

From a ringing telephone: Either lift the handset or press "HF" for hands-free use.



From a non-ringing telephone: Press the blinking line key to answer call.

## To Handle Multiple Calls:

Put the 1<sup>st</sup> call on hold by pressing Hold/DND key.



Answer the 2<sup>nd</sup> call by pressing the blinking line key.

Put 2<sup>nd</sup> call on hold by pressing Hold/DND key.

Go back to the first call by pressing its line key.

## To Place An Intercom Call:

Press a name key.

Begin speaking.

**If you don't have the name key:**



Press MORE or F2.

Press the ICM soft key.

Press the extension number.

Begin speaking.

## To Transfer A Call To An Extension:

Press the name key.

Either announce the call and hang up or just hang up and call will transfer through.



If there is no corresponding key, press "TR/CN" and dial the extension number.

## To Transfer A Call To Voice Mail:



Press the "VM" key and then dial the corresponding key or enter the extension number.

**If the destination does not have a corresponding key:**

Press the "VM" key, then the "EXT#" key.

Enter the extension number.

Either announce the call and hang up, or just hang up to complete the transfer.

## To Use Call Monitor (Screening):



While phone is idle, press "MORE" or the "F2" key.

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Press the "MON" key. The phone is now in monitor mode. Any voice mail message will be played through the speaker while caller is leaving the message. To intercept the call, lift the handset or press "HF" key.

**To Turn Call Monitor Off:**



While phone is idle, press "MORE" or "F2" key.  
Press "MON". The phone is no longer in monitor mode

**To Place A Call In Park:**

(Park allows you to place a call in a "Park Zone" to be picked up at any station.)

Press the "PARK" key.

Choose a zone on the "soft keys" (1-3). Hang up.

**To Retrieve A Call From Park:**

Press "PARK". Press the key for the corresponding park station.

**To Page:**

Press the "PAGE" key and then press "0".



**To Page Someone To Answer An Outside Call:**

Press the "PAGE" key and then "0". Announce the line or park zone to be answered.

**To Record A Conversation:**



During a conversation, press the "MORE" or "F2" key.

Press the "REC" key to begin recording.

End the recording by pressing the "REC" key or by hanging up.

**To Play A Recorded Conversation:**



Press the "VM" key

Press the "REC" key

(The newest recording plays first)

**To Redial The Last Number Dialed:**



Press the "MORE" or "F2" key.

Press the "RDL" key.

**To Change A Phone's Ring Tone:**

Enter "41".

To choose a ring type, enter 1, 2, 3, or 4.

Press "#" to accept the tone.

**To Change Your Phones Ring Volume:**



Press "MENU" or "F1".

Enter "42"

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To hear the ring volume, press 1 for low, 2 for medium, or 3 for high.  
Press 0 to turn the phone off.  
Press “#” to accept the chosen volume.



**To Increase The Handset Or Speaker Volume While On A Call:**

Press “MORE” or “F2”  
You will see Vol + Vol –.  
Press the soft key under the display until you hear the desired volume.

**Placing A Call Using A System Speed Dial:**

(You can only use this feature if system speed dials have been programmed.)  
With or without first lifting the handset press the three-digit access number (600 to 699).

**To Answer A Call Ringing At Another Extension:**

Press the “PICK UP” key.  
Press the name key for the station where the call is ringing.

**To Initiate A Conference Call:**

(You can have a total of four parties in a single conference.)



While on a call press the “TR/CN” key.  
Place a normal outside call.  
Press the “TR/CN” key again to conference all three parties together.  
Repeat if desired.

**Muting Your Phone While On A Call:**

Press the “MUTE” key



**To Forward Your Call To Another Extension or Another Mailbox:**

**Forward to an extension:**

Press the “FWD” key.  
Press the extension number that you wish to forward your calls to.

**Forwarding to a mailbox:**

Press the “FWD” key.  
Press the “VM” key  
Enter the mailbox’s extension number.

**To Cancel Call Forward:**

Press the “FWD” key twice.

**To Check What The Programming Of A Programmable Key Is:**



Press the “MENU” key.  
Enter “03”.  
Press each programmable key to determine its assignment.

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### **Using A Headset:**

When using a headset the hook switch is disabled. Use the "HF" key to connect to or disconnect from a call.



### **To Place A Call Using A Headset:**

Press "HF".

Press a line key.

Enter the phone number.

### **To Hang Up A Call Using A Headset:**

Press "HF".

# Voice Mail Operations

## To Change Your Voice Mail Password:



Press "Menu".

Enter "5".

Enter "1".

You will be prompted to enter a new password  
(Your password may consist of 1 to 8 digits)

## To Enter Voice Mail:



Press the "VM" key.

Enter your password when prompted and continue to follow the prompts.

## To Enter Voice Mail From Outside The Office:

Call in to the office and transfer to "\*" and then enter your mailbox number.

## To Leave An In-house Extension A Voice Mail Message:



Press the "VM" key.

Press the name key.

### Or if you don't have a name key

Press the "VM" key.

Press the "EXT#" key.

Enter the extension number you wish to leave the message for.

NOTE: If you don't want to listen to the greeting, press 1 to go directly to record.

## Recording Your Personal Greeting:



Press "MENU" or "F1".

Enter "11".

Begin speaking at the tone.

Enter "1" to stop.

## 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 so that I can get back to you with the information you need. If you can let me know the best time to reach you, I'll try to get back to you then. Thank you for your call."

## To Enter A Guest Voice Mail Box:



Press "VM" button on any phone and then press "\*". Enter the mailbox number.

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# ACD Operations

## **To Log Into ACD (Automatic Call Distribution):**

Press the "LOG" key.

## **To Use The Wrap Key:**

While logged on as an ACD agent, press the "WRAP" key prior to disconnecting with the caller.

## **Wrap Mode:**

When you end an ACD call, going into wrap mode delays immediate assignment of the next ACD call until you have had time to complete any wrap-up activities.

When you press the "WRAP" button, a countdown timer appears in the upper right portion of the display indicating the amount of time remaining in wrap mode. At the expiration of the timer you automatically become available for the next call.

## **To End Wrap Mode Manually:**

Press the "WRAP" key.