

VoiceMail Access

- If there is an active voice mail on your phone, the Red Lamp on the top right of the phone will be Flashing
- Dial *98 or press the Voicemail button on the phone.
- Enter your password followed by the # key, contact your system administrator to acquire your password. Default is 10xx (extension)
- You will hear directions to listen to the message.
- While listening to a message, you may save it by pressing 2 or delete it by pressing 7.

Call Park

- Call Park places a call on public hold making it accessible to others.
- To park a call, while conversing, press *0. The call is parked and the system will announce the parking slot.
- To pick up a parked call, on any phone dial the park code.

Do Not Disturb

- Press the DND Soft key to turn DND on
- When in the DND mode, the letters, 'DND' will be display on the top right of the screen.
- To turn DND off, press the DND soft key.

Soft Keys

- The buttons immediately below the LCD display are called "soft keys"
- Each soft key will perform the action that is described immediately above it on the display.
- The behavior of soft keys is context sensitive -- the action associated with each soft key will change depending on the phone's current state.

WEB Access

- To access the web for your Telephone to view call history enter the URL specific to your Service; i.e.: company.voice2net.ca
The user name will be you telephones extension number, contact your system administrator for the password.
- You may view the call history for your telephone by pressing the History Button on the left. Once on this page, select the month and day you would like to view, select day 00 for the complete month. You may go back 1 year in history.
- You may view the Voice Mails saved on the system by pressing the voice mail button on the left. You will get a list of all voice mails on your extension. If your computer is equipped with a speaker, you may listen to the voice mails by pressing the Little blue screen beside the voicemail
- You may delete voice mails by checking the box beside the voicemail you wish to delete, then press the delete button at the bottom of the list.
- A very popular feature of Voice over IP service is Voice Mail to Email. On the extension configuration page, enter your email in the Slot beside Email Address, the n select Send Voice Mail to Email to True. On the bottom of the page press the submit key.
- You may now test the email address entered by pressing the Test Email Button, this will not work until you press the Submit Key on the bottom after you enter your email address. You may enter multiple Email addresses by separating them with a coma.

T21 User Guide





To Place A Call

- To place an external call, with the phone on hook, dial your destination, when a pattern is reached, a line will automatically be selected and the call placed.
- Pick up the receiver to keep the call private, otherwise the speaker is active.
- Alternatively, you may lift the handset and dial after receiving dial tone. You may have to press the send button to complete the call if it is to an extension or an international call.
- To disconnect and active call, press the cancel softkey, hangup the receiver or press the speaker key.

Last Number Redial

- Press the history soft key, the most recent calls are displayed, scroll to the one you want then press the send soft key..
- If you lift handset or use the speaker phone key, the redial will not work.

Call Hold

- Press the Hold soft key. Press the blinking line key to resume call.
- This places the call on private hold and can only be retrieved on this phone.

Call Transfer BLF-Blind

- With call in progress, press the transfer soft key, dial the extension you wish to transfer the call to, press the transfer key again, the call is immediately transferred.

Call Transfer BLF-supervised

- With call in progress, press the Trans soft key, you will place the call on hold and hear dial tone.
- Dial the extension to transfer to followed by the OK key, wait for the party to answer.
- Announce the call and press the trans key.



Button Assignment and usage

- The t23 has 15 programmable buttons.
- When more than 5 buttons are programmed, the 6th button is the shift key
- To program these buttons, use the web interface button tab.
- Buttons assigned as extensions serve a dual purpose, they also double as monitor keys giving a status of in use (red) or idle (green).
- To make a call using these buttons, simply press the button.
- To Transfer a call using these buttons, while conversing, press the button and the call is blind transferred
- Call Pickup, if Button is flashing indicating a ringing phone another extension may answer this call by pressing the flashing line key.

Group Paging

- The T23 can receive multicast paging which allows Receptionists to perform a one way page to a pre selected group of phones..

Mute

- To Mute your handset or microphone on the phone, press the mute key



Call Forwarding

- To enable call forwarding, lift the handset or press the speaker key and dial *72. You may have to press the send button.
- You will hear dialtone, dial your destination followed by the # key. You will receive verbal confirmation call forwarding is active.
- To disable: lift the handset and dial *73.

Ad-Hoc Conference / 3 Way Calling

- With a call on the line, press the conf soft key.
- Dial the second party followed by the OK key, press the conf button after voice communications is established to establish the conference.
- Hangup to end the conference.
- If either party hangs up your conversation with the other party will continue.

Ringer Tone and Volume

- To change the ringer volume, press the menu soft key and scroll down until you reach settings entry. Select 1. Now select 4 for ring tones.
- The current ring tone will be played, adjust the volume or select a new ring tone, then press the save key.