




230 IP Phone Quick Reference Guide

Internal Call	Lift handset or press Speaker and dial desired extension number
Outside Call	Lift handset or press Speaker and dial 9 + number
Put Call on Hold	Press Hold button (The line key will flash)
Retrieve Held Call	Lift handset (if 1 call on hold) OR press the desired line button and then lift the handset
Muting a Call	Press the Mute key. Note: The button will be solid RED . Press the Mute key again to return to a non-muted call.
Transfer A Call	With the caller on the line press the Transfer key + desired extension number + hang up OR (OPTIONAL - Transfer key + desired extension + wait for employee to answer to announce call) + hang up (or Cancel soft key to return to caller)
Group Pickup	Lift receiver + press Pickup soft key + converse
Conference Call	First caller on line + Conference + dial next caller (internal or external) + Yes soft key to complete conference call. REPEAT TO ADD ADDITIONAL PARTIES – MAXIMUM OF 6
Redial	Press Redial key. You can press Redial again to dial the last number you dialed or you can use the Scroll  button to select the number you want to call, then lift the receiver or press the Dial soft key (activates the speakerphone).
Unpark	Lift receiver + press Unpark soft key + dial extension number where call is on hold + Unpark
Quick Transfer to Voicemail	When an incoming call arrives, a To VM soft key becomes available. Press the To VM soft Key to send the caller directly to your voicemail.
Join	You may join two separate calls on your phone. When talking to one party and the other call is on hold, press the Join soft key.
Directory	Press Directory + scroll to desired name OR spell name (i.e. Sam = 726). When > is next to desired name, lift the receiver or press Dial soft key
Select a Ring Tone	Press Options , then enter your password + # . Press 3 - Change Ring then press Edit soft key. Use the scroll button to select the ring you want and then press the Ring soft key to hear ring tone. Press the OK soft key when you hear the ring tone you want, then press the Done soft key. Use Scroll button (next to screen) to select ring
Reassign Extension	Press Voice Mail (wait for voice) + # + extension number + password + # + 731
Undo Reassign Ext.	Press Voice Mail (wait for voice) + password + # + 732

Voicemail (Note: Press # when greeting begins to bypass it & record a message)

Checking your Voicemail from your extension

Note: Your Message Indicator will be flashing **RED** when you have a new message.

- Press the Voicemail Button
- Enter you Password (default 1234)
- Press #
- Press **1** to listen to new messages

Note: If you are logging in for the first time, you will be asked to enter a new password and record your name and greeting.

While listening to New Messages

Press **1** to **Replay** (back to beginning)

Press **7** to **Move Backward** (3-4 sec.)

Press **2** to **Save** (retained per server setting)

Press **8** to **Pause** (1 min)

Press **3** to **Delete** (see Change Mailbox Options)

Press **9** to **Move Forward** (3-4 sec)

Press **4** to **Forward** (redirect)

Press **#** to **Skip to next Message** keeps new

Press **5** to **Reply** (internal only)

Press ***** to **Cancel**

Press **6** to **Play Envelope info.** (date/time stamp)

How to Check Voicemail from another extension

- Press **Voicemail**
- Once voicemail answers Press **#**
- Enter your **Extension Number**
- Enter your **Password**
- Press **#**

How to check Voice Mail from outside

- Dial your main number or another number provided by your employer (Auto Attendant)
- Press **#**
- Enter your **Extension number**
- Enter your **password**
- Press **#**

7 - Changing Mailbox Options

You can personalize your voicemail by changing your name, password, or personal greeting by **pressing 7** in your voicemail and **follow the recorded prompts.**

Press 1 to Record greeting (record greeting of the current call handling mode displayed on phone screen)

Press 2 to Set Call Handling Mode

Press 3 to Reassign Extension

Press 4 to Set/Change Password

Press 5 to Enable/Disable Envelope Information (date/time stamp)

Press 6 to Record Name

Press 7 to Listen to Deleted Messages

Press 8 to Remove Deleted Messages

Press 9 for Additional Options