

Quick Phone Guide

Voicemail

To Access your voicemail

1.) Press the Voicemail Envelope Key

2.) Press Connect

3.) Enter your password (Currently set as your extension #).

4.) Press **1** to listen to your voicemail.

5.) Press **7** to **delete** a voicemail you are or have just listened to.

6.) Hang Up to Exit.

Transferring a call to Someones Group or Phone

When you are on the phone with the caller

1.) Press **Transfer**

2.) Press **Blind** and then enter the extension you wish to transfer the call to.

3.) Press **Transfer** again to send the call.

4.) Hang up



Simple Communication

Transferring a call directly to a Voicemail box

When you are on the phone with the caller

1.) Press **Transfer** and then **Blind**

2.) Dial * (**Star**)

3.) Enter the destination **Voicemail Box's Extension Number**.

4.) Press **Transfer** to send the call

5.) Hang Up

Park a Call and Pick up a Parked Call

To **park** a call

1.) When ready to park the call press **Park**.

2.) Press **Transfer**.

3.) Hang Up.

To pick up a **parked** call

1.) Dial the **parked location number** (ex. 71) or if your phone **has park location buttons** press the corresponding button.

Setting Up Voicemail and Greetings:

Within your voicemail, dial 0 to go to the Mailbox Options Section.

From there you can dial one of the Following:

- 1 Record Unavailable Message
- 2 Record Busy Message
- 3 Record your Name
- 4 Manage your Temporary Greeting

-When you record your temporary greeting it will become the dominate message played when anyone calls your phone. When you come back, from vacation for example, you must delete that message for the phone to revert back to using your original messages.

- 5 Change Password

Note Once you dial one of these options the phone system will talk you through each process of recording, reviewing, and accepting.



Popular Feature Codes

Call Directly to a Colleague's Voicemail

Dial *xxx, where xxx is the extension of the voicemail you wish to leave a message in. Avoids having their phone ring.

Intercom

Dial *80xxx, where xxx is the extension you wish to intercom. – For Single Extension intercom

Dial xxx, where xxx is a page group setup by your administrator. – For Paging of multiple extensions simultaneously

On-Demand Recoding

Dial *1, while engaging in a conversation you wish to record. Pressing *1 again will stop the recording.

Blacklist a Caller

Dial *32 to blacklist the last caller on your extension

Do Not Disturb Toggle

Dial *76 to toggle the Do Not Disturb feature on your phone.



CQ600 Key Guide



Extension List and Recordings

- 101 –
- 102 –
- 103 –
- 104 –
- 105 –
- 106 –
- 107 –
- 108 –
- 109 –
- 110 –
- 111 –

*292 – Main Greeting

*293 – Service Times

Programmable Keys – Press and Hold to Check/Change
 Red – Extension in Use, Green – Extension not in Use.

Call Flow (Example):

M-F (9am-5pm) → Rings Office(101) and Becca(103) for ~3 rings → Auto-Attendant

All other times → Auto-Attendant

Auto-Attendant Setup (Example):

To change the auto-attendant greeting dial *292 from any phone, the message will play back and it will give directions on recording a new message. When finished recording your message press # to save it

If you decide to change where a call is routed when the caller enters a number that will require both a change in your greeting and programming within the platform

Press 1 →

Press 2 →

Press 3 →

Press 4 →

Press 5 →

Press 6 →

Press 7 → Service Times and Address (To change this announcement dial *293 from any phone, the message will play back and it will give directions on recording a new message. When finished recording your message press # to save it)