

## Quick Start and 'How To' Guide

**[Soft Buttons]** are located on the screen and will appear and disappear based on the state of the phone (i.e. idle, on a call, etc). Additional Soft Buttons may be accessed by pressing the **[More]** Soft Button.

**Hard Buttons** are located to the right of the number pad.

**Note:** Button labels may be abbreviated depending on your phone model. Some features and functions may require administrative permissions. Email [phonepro@mercury.net](mailto:phonepro@mercury.net) or call 611 for assistance.

### Basic Calling Functions:

- **Answering a Call:** Lift the handset, or press **Speaker** to answer the call by speakerphone, or press **Headset** to answer the call by headset. Pressing **[Answer]** will answer the call by the last hands-free method used (speakerphone or headset).
- **Placing a Call:** Lift the handset, or press **Speaker** to place a call by speakerphone, or press **Headset** to place a call by headset. Dial the number and press **[Send]**.
- **Ending a Call:** Place the handset in the cradle, or press **X**, or press **[End Call]**.
- **Attended Transfer:** While on a call, press **[Transfer]** or **Transfer**, enter the phone number or extension you are transferring to, and press **[Send]**. Once the party answers, announce the call, and press **[Transfer]** or **Transfer** to complete the transfer.
- **Blind Transfer:** While on a call, press **[Transfer]** or **Transfer**, enter the phone number or extension you are transferring to, and press **[B Transfer]** to complete the transfer.
- **Hold / Resume a Call:** While on a call, press **[Hold]** or **Hold** to place a party on hold. To resume a call, press **[Hold]** or **Hold** again. If multiple calls are on hold, choose the call you want from the list of calls on the screen and press **[Resume]**.
- **Toggle between Speakerphone and Headset:** Press the the **Headset** button to toggle between speakerphone and headset.

### How To:

- **Do Not Disturb:** Keeps your phone from ringing/notifying you of incoming calls. Press **[DND]** to toggle Do Not Disturb between Enabled and Disabled.
- **Find Me/Follow Me:** Automatically attempts to find you at other phone number(s) when you do not answer at your extension. To configure, press **[Apps]** > **[Follow Me]**, then **[Enabled]** to toggle between Yes and No. Choose **[Group List]** to manage phone numbers to Find you at. Choose **[Add New]** to add a phone number or choose a phone number and backspace the number out to remove a phone number. Then press **[Done]**.
- **Call Forward:** Forwards all calls to another number. To activate, press **[Apps]** > **[Call Forward]** > **[Call Forward: Disabled]**. Enter the phone number to forward all calls to. Press **[Done]**. To deactivate, press **[Apps]** > **[Call Forward]** > **[Call Forward: number]** > **[Enabled: Yes]**.
- **Conference / 3-Way Call:** While on a call, press **[Conference]**. Dial the phone number or extension you wish to add and press **[Conference]**. You may let the third party know about the impending conference call, then press **[Conference]** to conference the calls together. Individual callers may be Muted, placed on Hold, or Disconnected using the icons displayed next to each caller. To end the Conference and disconnect everyone, press **X** or **[End Call]**.
- **Park a Call:** Places a call into a Park slot where it may be picked up from another extension. While on a call, press a non-busy **[Park #]** button to Park the call in that slot. The Park slot will now show red to indicate a call is parked there. To pick up the Parked call, press the red **[Park #]** button.

## Setting Your Voicemail Greetings:

Press the **Message** button and enter your password. The first time you access voicemail, you will be prompted to record your name, greetings, and set your password (four digits minimum). To change them later, press the **Message** button and enter your password. Press 0 for Mailbox Options. Then choose from the following options:

- 1 – Unavailable Greeting
  - 2 – Busy Greeting (i.e. on phone, rejected call, etc)
  - 3 – Name (used as in the dial by name directory)
  - 4 – Temporary Greeting (temporarily overrides both your unavailable and busy message, i.e. vacation, sick, etc)
  - 5 – Change Password (four digits minimum)
- Follow prompts to record and review each.

## Checking Your Voicemail Messages:

Press the **Message** button and enter your password. Then choose from the following options:

- 1 – New Messages
  - While listening to Messages, choose from the following options:
  - 4 – Previous Message
  - 5 – Repeat Message
  - 6 – Next Message
  - 7 – Delete Message
  - 8 – Forward Message to another party
  - 9 – Save Message (see Folder list below)

- 2 – Change Folders (see Folder list below)

When done, press **X** or **[End Call]**.

Folders: **0** – New, **1** – Old, **2** – Work, **3** – Family, **4** – Friends

## Accessing Your Voicemail Remotely:

Call your own number. When your voicemail answers, press **\*** and enter your password at the prompt.

## Special Calling Options:

- **Intercom Call:** Intercom sets up an instant call to the Speakerphone of the extension you are calling. The callee does not need to answer the ringing phone. Dial 7 + extension.
- **Speed Dials:** Maps extension-like numbers to external phone numbers.
- **Transfer to Voicemail:** Sends caller's directly to the extension's voicemail. Press **[Transfer]** and dial 8 + extension.

## Feature Codes:

When using a software phone or the web portal to make and receive calls, use the following feature codes in place of missing feature buttons:

**\*2** – Attended Transfer  
then dial 10-Digit Company Number + Extension

**##** – Blind Transfer  
then dial 10-Digit Company Number + Extension

**\*21** – Toggle Find Me-Follow Me On/Off

**\*45** – Toggle Receiving Queue Calls On/Off

**\*70** – Turn Call Waiting On

**\*71** – Turn Call Waiting Off

**\*78** – Turn Do-Not-Disturb (DND) On

**\*79** – Turn Do-Not-Disturb (DND) Off

**\*97** – Access Voicemail