

Webster County

Basic Phone Instructions:

To make an outside call:

Press 9 for dial tone, and dial as normal.

To make an internal call:

Dial 4-digit extension.

To PARK a call on system:

When you are talking to someone, press one of the **PARK** button on the right side of screen. Then hang up.

To UNPARK a call on system:

Press the corresponding **PARK** button on right side of screen.

To Transfer a call:

Press the transfer button at the bottom of screen. Then, press the 3-digit extension of the person you want to transfer call to. You can either hang up, and the call will start ringing to the new extension, or you can wait for them to answer, alert them that you are transferring the call, then hang up.

Hold Call: (on your phone only):

Press the hold button on the bottom of screen. The call will be on the **a=** (flashing green) then you can either call another person using the **b=** channel or simply press **a=** again to get the original call back.

Conference:

When you have the 1st person on your phone, press the **CONFERENCE** button at bottom of screen. That will put them on HOLD. Then call 2nd party. Once they are on the phone, press the **CONFERENCE** button again, you will hear a “beep” then you will all be on the same call.

Transfer to Voice Mail:

If you want to transfer an active call directly to another extension’s voicemail, press the MESSAGE button on phone, then press the persons 4-digit extension, then hang up.

Using Voice Mail

To check voicemail:

Press the **MESSAGE** button on the left side of phone. Select the **LISTEN** option at top of screen. Choose **NEW, SAVED, or OLD**. Press the **OK** in the middle of phone, or the **SELECT** button on bottom left of screen.

To FFWD or RWD:

Use the center arrows to go forward or backward during message playback.

Save/Delete Message:

During or after playback of message, press the **MORE** button on right side of screen. Then select **SAVE** or **DELETE**

Copy Message:

During or after playback of message, press the **MORE** button on right side of screen. Then select **COPY**. Either press the **RECORD** button on bottom left of screen to pre-record a message that will play before the voicemail, or select **DIR** button to choose who you want to send it to. Then press **ADD** and **SEND**. The message can be sent to more than 1 person.

Record Personal Greeting:

Pick up handset. Press the **MESSAGE** button on left side of phone. Scroll down to **GREETING**. Press the **RECORD** button. It will begin to record immediately, without prompt. Record your greeting and press **STOP** button. You can either listen to your greeting, re-record the greeting or save (**SUBMIT**) the greeting.

Set/Change Password:

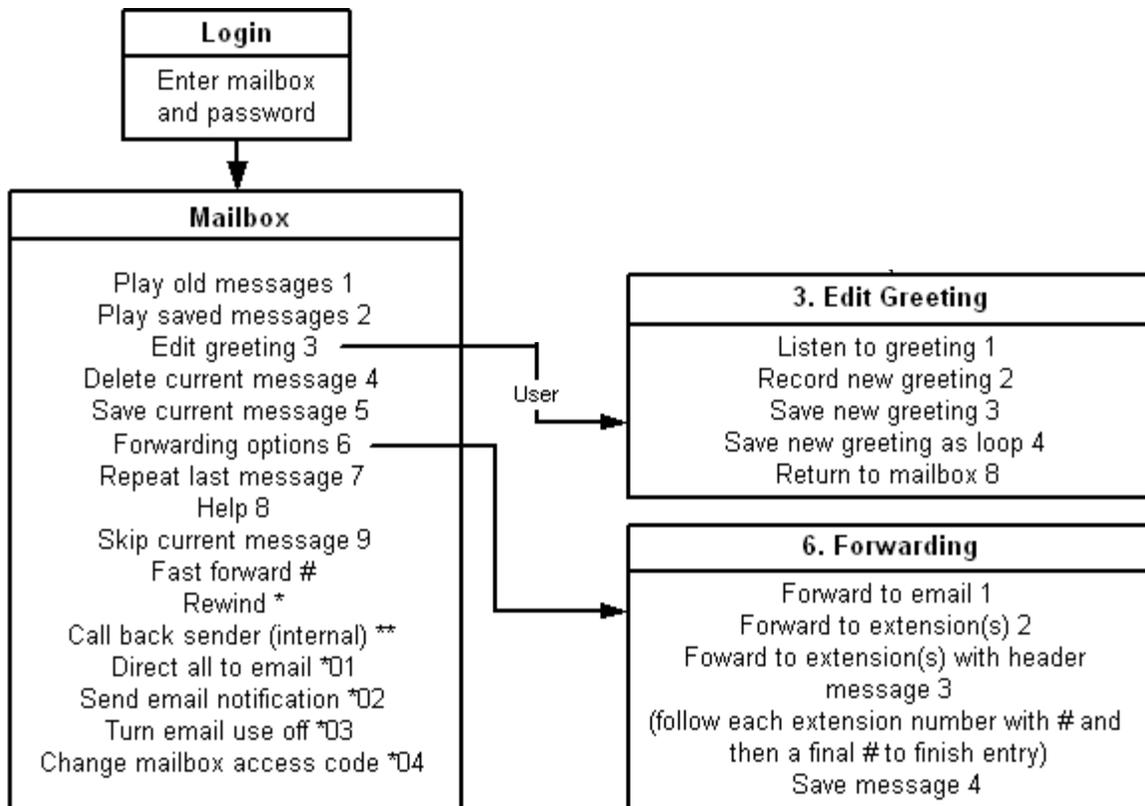
Press the **MESSAGE** button on left side of phone. Scroll down to **PASSWORD**. Enter new password. Confirm password. (Cannot be your extension or a sequential number like 1234) Recommend to use a 4 digit number.

Checking Voicemail From Outside the Office

See below for remote functions of voicemail

Call in to 515-227-7996

Enter your extension and password. Then follow instructions



The default password is #. Please change the password right away.

It cannot be your extension, or a sequential number, like 1234. Use a 4 digit number

Recording Your Name

Your name is played as a confirmation when you log in to your mailbox. It is also used for other system announcements and for the system's directory search feature. You can re-record your name at any time.

To record your name:

1. Log in to your mailbox. (press *17, then enter your extension, then password. If you have not created a password, do so using the message button on your phone, then go to the PASSWORD tab. It cannot be your extension, or a sequential number, like 1234. Use a 4 digit number)
2. Press 5 to for personal options.
3. Press 5. If you have already recorded your name, you hear it played back to you. You also hear an explanation of when your name is used.
4. After the tone, speak your name and then press 1 to stop recording.
 - Recordings must be at least 3 seconds long.
5. Your recording is played back.
 - Press 1 to record your name again.
 - Press # to accept the recording.
6. Hang up or choose another option.