



Using Your Office Phone Guide (T34W)

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Section 1: Basic Call Management

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Place a Call

Using the handset:

1. Pick up the handset.
2. Enter the number and press **Send**.

Using the speakerphone:

1. With the handset on-hook, press 
2. Enter the number and press **Send**.

Using the headset:

1. With the headset connected, press  to activate the headset mode.
 2. Enter the number and press **Send**.
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Answering a Call

Using the handset:

- Pick up the handset.

Using the speakerphone:

- Press  .

Using the headset:

- Press .

You can reject an incoming call by pressing the **Reject**.

End Call

Using the handset:

- Hang up the handset or press **EndCall**.

Using the speakerphone:

- Press  or **EndCall**.

Using the headset:

- Press **EndCall**.

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Redial

- Press  to enter **Placed Calls** list, select the desired entry and press  or the **Send**.
 - Press  when the phone is idle to dial out the last dialed number.
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Call Mute/Unmute

- Press  to mute the microphone during a call.
 - Press  again to unmute the call.
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Call Hold and Resume

To place a call on hold:

- Press **Hold** during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press **Resume**.
 - If there is more than one call on hold, select the desired call and press **Resume**.
-

Volume Adjustment

- Press  to adjust the volume.
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Section 2: Transfer and Forward

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Call Transfer

You can transfer a call in the following ways:

Blind Transfer

1. Press **Trans** during a call.
2. Enter the number you want to transfer to.
3. Press **B Trans**.

Semi-Attended Transfer

1. Press **Trans** during a call.
2. Enter the number you want to transfer to and press **Send**.
3. Press **Trans** when you hear the ring-back tone.

Attended Transfer

1. Press **Trans** during a call.
2. Enter the number you want to transfer to and press **Send**.
3. Press **Trans** when the second party answers.

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Call Forward

To enable call forward:

1. Press the **Menu** when the phone is idle, and then select **Features > Call Forward**.
 2. Select the desired forward type.
 3. Enter the number you want to forward to. For **No Answer Forward**, select the desired ring time to wait before forwarding from **After Ring Time** field.
 4. Press **Save** to accept the change.
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Section 3: Conference Call

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Call Conference

1. Press the **Conf** during an active call. The call is placed on hold.
2. Enter the number of the second party, and then tap **Send**.
3. Press the **Conf** again when the second party answers. All parties are now joined in the conference.
4. Press **EndCall** to disconnect all parties.

You can split the conference call into two individual calls by pressing **Split**.

Speed Dial

To configure a speed dial key:

1. Press the **Menu** when the phone is idle, and then select **Features > Dsskey**.
2. Select the desired **DSS** key and press **Enter**.
3. Select the **SpeedDial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field, enter the number in the **Value** field.
4. Press **Save** to accept the change.

To use the speed dial key: Press the **SpeedDial** to dial out the present number.

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Section 4: Setting Up and Managing Your Voice Mail

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Setting Up Your Voicemail

Creating Your PIN

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter the default **PIN** provided by your organization followed by the **#key**.
3. Press 1 to change your **PIN**.
4. Enter your new 4 - to - 8 - digit **PIN**.
5. Re-enter PIN to confirm.
6. Confirmation - You should hear a message confirming that the PIN has been successfully changed.

Recording Your Name Announcement

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter your voicemail **PIN** followed by the **#key**.
3. On the main menu, press **5** for “**Set Your Current Options**”.
4. Press **2** to **record your name**.
5. At the prompt, **record your name** and then press the **#key**.

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Recording Your Voicemail Greeting

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
 2. Enter your voicemail **PIN** when prompted.
 3. On the main menu, press **6** to change the greeting
 4. Press **1** to **Record Greeting**.
 5. Enter the greeting number you wish to record (Default is 1) or listen to additional options.
 6. Wait for the tone, then speak your greeting clearly.
 7. Press the **#key** when you are finished.
 8. You will be given the following options:
 - Press **1** to select a recorded message as your greeting. The greeting will be played back.
 - Press **0** to keep the previous greeting selection.
-

Updating Your Voicemail

Changing Your PIN

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter current **PIN** followed by the **# key**.
3. On the main menu, press **5** - "**Set Your Current Options.**"
4. Press **1** to change your password.
5. Enter your new **4 - to - 8 - digit PIN**.
6. Re-enter **PIN** to confirm.

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Re-Recording Your Name Announcement

1. Dial **5001** or press the **Messages/Voicemail** button on your phone.
2. Enter your voicemail **PIN** followed by the **# key**.
3. On the main menu, press **5** - "**Set Your Current Options.**"
4. Press **2** to record your name.
5. At the prompt, record your name and then press the **# key**.

Changing Your Voicemail Greeting

- Dial **5001** or press the **Messages/Voicemail** button on your phone.
 - Enter your voicemail **PIN** when prompted.
 - On the main menu, press **6** to change the greeting.
 - From the **Greeting Menu**:
 - Press **1** to record greetings.
 - Record a new message.
 - Press **2** to review greetings.
 - Allows you to listen to all greetings that may be recorded on multiple numbers.
 - Press **3** to select greetings.
 - Select a greeting of your wish to set as your default greeting if you have multiple greetings recorded.
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Access Voice Message

The message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator **LED** slowly flashes red.

To listen to voice messages:

1. Press  or **Connect**.
 2. Follow the voice prompts to listen to your voice messages.
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Section 5: Managing Call History and Contacts

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Call History

1. Press the **History** when the phone is idle, press  or  to scroll through the list.
 2. Select an entry from the list, and you can do the following:
 - Press **Send** to call the entry.
 - Press **Delete** to delete the entry from the list.
 - If you press **Option**, you can also do the following:
 - Select **Detail** to view detailed information about the entry.
 - Select **Add to Contacts** to add the entry to the local directory.
 - Select **Add to Blacklist** to add the entry to the blacklist.
 - Select **Delete All** to delete all entries from the list.
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Contact Directory

To add a contact:

1. Press **Dir** when the phone is idle, then select **All Contacts**.
2. Tap **Add** to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Tap **Save** to accept the change.

To edit a contact:

1. Press **Dir** when the phone is idle, and then select All Contacts.
2. Press  or  to select the desired contact, press **Option** and then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press **Save** to accept the change.

To delete a contact:

1. Press **Dir** when the phone is idle, and then select **All Contacts**.
2. Press  or  to select the desired contact, press **Option** and then select **Delete** from the prompt list.
3. Press the **OK** when the LCD screen prompts "Delete selected item?".

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