

Using Your Office Phone Guide (T31/T31P/T31G/33G/33P)



Powered by



Table of Contents

Section 1: Basic Call Management

[Place a Call](#)

[Answering a Call](#)

[End Call](#)

[Redial](#)

[Call Mute/Unmute](#)

[Call Hold and Resume](#)

[Volume Adjustment](#)

Section 2: Transfer and Forward

[Call Transfer](#)

[Call Forward](#)

Section 3: Conference Call

[Call Conference](#)

[Speed Dial](#)

Section 4: Setting Up and Managing Your Voice Mail

[Setting Up Your Voicemail](#)

[Updating Your Voicemail](#)

[Changing Your PIN](#)

[Access Voice Message](#)

Section 5: Managing Call History and Contacts

[Call History](#)

[Contacts Directory](#)

Powered by





Section 1: Basic Call Management

Powered by



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**.

Answering a Call

Using the handset:

- Pick up the handset.

Using the speakerphone:

- Press  .

Using the headset:

- Press .

End Call

Using the handset:

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

Using the speakerphone:

- Press  or **EndCall**.

Using the headset:

- Press **EndCall**.

Powered by



Redial

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

Call Mute/Unmute

- Press  to mute the microphone during a call.
- Press  again to unmute the call.

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, press select the desired call then press **Resume**.

Powered by



Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.

Powered by





Section 2: Transfer and Forward

Powered by



Call Transfer

You can transfer a call in the following ways:

Blind Transfer



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

Semi-Attended Transfer

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

Attended Transfer

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

Powered by



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.
Always Forward — Incoming calls are forwarded unconditionally.
Busy Forward — Incoming calls are forwarded when the phone is busy.
No Answer Forward — Incoming calls are forwarded if it is not answered after a while.
3. Enter the number you want to forward to. For **No Answer Forward**, select the desired ring time to wait before forwarding from the **After Ring Time** field.
4. Press **Save** to accept the change.

Powered by





Section 3: Conference Call

Powered by



Call Conference

1. Press **Conf** during an active call. The call is placed on hold.
2. Enter the number of the second party, and press **Send**.
3. Press **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 > DSS keys**.
2. Select the desired **Dss key**.
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 preset number.

Powered by





Section 4: Setting Up and Managing Your Voice Mail

Powered by



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**.

Powered by



Using Your Office Phone Guide (T31/T31PT31G/33G/33P)

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:
 - a. Press **1** to select a recorded message as your greeting. The greeting will be played back.
 - b. Press **0** to keep the previous greeting selection.

Powered by



Using Your Office Phone Guide (T31/T31PT31G/33G/33P)

Powered by



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.

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.

Powered by



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.

Powered by





Section 5: Managing Call History and Contacts

Powered by



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.

Contacts Directory

To add a contact:

1. Press **Directory** 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. **Save** to accept the change.

To edit a contact:

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

Using Your Office Phone Guide (T31/T31PT31G/33G/33P)

To delete a contact:

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

19

Powered by

