

## Using Your Office Phone Guide (T87W )



## Using Your Office Phone Guide (T87W)

# Table of Contents

|                                                           |           |
|-----------------------------------------------------------|-----------|
| <u>Section 1: Basic Call Management</u>                   | <u>2</u>  |
| <u>Place a Call</u>                                       | <u>3</u>  |
| <u>Answering a Call</u>                                   | <u>4</u>  |
| <u>Rejecting An Incoming Call</u>                         | <u>4</u>  |
| <u>End Call</u>                                           | <u>5</u>  |
| <u>Redial</u>                                             | <u>5</u>  |
| <u>Call Mute/Unmute</u>                                   | <u>6</u>  |
| <u>Call Hold and Resume</u>                               | <u>6</u>  |
| <u>Call Waiting</u>                                       | <u>7</u>  |
| <u>Volume Adjustment</u>                                  | <u>8</u>  |
| <u>Speakerphone</u>                                       | <u>8</u>  |
| <u>Section 2: Transfer and Forward</u>                    | <u>9</u>  |
| <u>Call Transfer</u>                                      | <u>10</u> |
| <u>Call Forward</u>                                       | <u>11</u> |
| <u>Section 3: Conference Call</u>                         | <u>12</u> |
| <u>Call Conference</u>                                    | <u>13</u> |
| <u>Speed Dial</u>                                         | <u>14</u> |
| <u>Section 4: Setting Up and Managing Your Voice Mail</u> | <u>15</u> |
| <u>Setting Up Your Voicemail</u>                          | <u>16</u> |
| <u>Updating Your Voicemail</u>                            | <u>17</u> |
| <u>Access Voice Message</u>                               | <u>19</u> |
| <u>Section 5: Managing Call History and Contacts</u>      | <u>20</u> |
| <u>Call History</u>                                       | <u>21</u> |
| <u>Contact Directory</u>                                  | <u>22</u> |

Powered by



## Using Your Office Phone Guide (T87W)



## Section 1: Basic Call Management

Powered by



## Using Your Office Phone Guide (T87W)

### Place a Call

#### When the phone is not in use:

1. Pick up the handset or press the  **Speakerphone** button.
2. Dial tone will be heard. Dial an extension or telephone number.

#### When using a headset:

1. Press the  **Headset** button to activate headset mode.
2. Dial an extension or telephone number.

#### When you are already on a call:

1. Tap the **Hold** soft key.
  2. Tap the **New Call** soft key.
  3. Dial an extension or telephone number.
  4. Resume the original call by tapping the **Resume** soft key.
- 

Powered by



## Using Your Office Phone Guide (T87W)

### Answering a Call

#### On the handset:

- Pick up the handset to answer the call.

#### On a headset:

- When the headset is connected, press the  **Headset** button to answer the call.

#### On Speakerphone:

- Press the  **Speaker** button to answer the call.

#### Using the headset:

- Press 

You can reject an incoming call by pressing the **Reject** or the **X** button located under the **Navigation**

 wheel.

---

### Rejecting An Incoming Call

Tap the Reject soft key to immediately send the caller to voicemail.

---

Powered by



## Using Your Office Phone Guide (T87W)

### End Call

#### On a handset:

- Hang up the handset.

#### On a headset:

- Press the  Headset button.

#### On speakerphone:

- Press the  Speakerphone button.
- 

### Redial

1. Press the  **Redial** button when the phone is idle to dial out the last dialed number.
  2. Utilize the arrow keys to select call history (up and down), highlight your desired target, and press the **Call** soft key.
- 

Powered by



## Using Your Office Phone Guide (T87W)

### Call Mute/Unmute

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

### Call Hold and Resume

To place a call on hold:

- While on a call, tap the **Hold** soft key.

Retrieving calls on hold:

- Tap the **Resume** soft key.
- 

### Call Waiting

Powered by



## Using Your Office Phone Guide (T87W)

While already on a call, and a new call rings in, you will hear a beep tone emitted by your phone.

### **To Answer the Second Call:**

- Tap the Answer soft key to access that call. The first call will be placed on hold.
- Once the second call has ended, resume the original call by tapping the Resume soft key.

### **To Reject the Second Call:**

- Tap the Reject soft key to immediately send the caller to voicemail.
- 

## Volume Adjustment

Powered by



## Using Your Office Phone Guide (T87W)

### In-Call Volume:

- While on a call, press the + and -  buttons to raise or lower the volume.

### Ringer Volume:

- While the phone is not in use, press the + or -  buttons to adjust the ringer volume on the phone.
  - Press  to adjust the volume.
- 

## Speakerphone

### While the phone is not in use:

- Press the  **Speakerphone** button to activate the speakerphone and get a dial tone for an outbound call.

### While on a call on the handset or headset:

- Press the  **Speakerphone** button to continue the current call on the speakerphone.

### While a call on speakerphone is active:

- Press the  **Speakerphone** button to hang up the current call.

Powered by



## Using Your Office Phone Guide (T87W)



## Section 2: Transfer and Forward

Powered by



## Using Your Office Phone Guide (T87W)

### Call Transfer

You can transfer a call in the following ways:

#### **Blind Transfer**

Allows you to transfer a call to a person without confirming if they want to accept or reject the call.

1. Press  key or **Transfer** during a call.
2. Enter the number you want to transfer to.
3. Press **B Transfer** (Blind Transfer) button.

#### **Semi-Attended Transfer/Warm Transfer**

You can **transfer to other contacts immediately when receiving a ringback** or after consulting with them first.

1. Press  key or **Transfer** during a call.
2. Enter the number or select a contact from the placed call list you want to transfer the call to; or select **Directory** and select the desired contact from the Directory list.
3. Tap the **Attended Transfer**  soft key.
4. Tap the **Transfer** soft key, or hang up, after the second party answers and you have announced the call.

---

Powered by



## Using Your Office Phone Guide (T87W)

### 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. Configure the forward type by tapping the toggle to enable this type of call forwarding.
  - a. **Always Forward** (all calls)
  - b. **Busy Forward** (when on a call)
  - c. **No Answer Forward** (rings before forwarding) For **No Answer Forward**, select the desired ring time to wait before forwarding from **After Ring Time** field.

### Forwarding Incoming Calls

If a call is currently ringing and you want to forward it, press the **Forward to** field, then enter the target number and tap the **Save** button.

### Disable Call Forwarding

1. Go back to **Menu > Features > Call Forward**.
2. Select the forwarding type you activated (e.g., **Always Forward**).
3. Select **Disabled** or **Off** and press **Save**.

---

Powered by



## Using Your Office Phone Guide (T87W)



## Section 3: Conference Call

Powered by



## Using Your Office Phone Guide (T87W)

### Call Conference

1. Press the **Conference** during an active call. The call is placed on hold.
2. Enter the number of the second party or select the desired contact from the search list , contact list or placed call list **Directory** before you enter a number.
3. When the second party answers the call, select **Conference** to add the second party to the conference. . All parties are now joined in the conference.
4. Repeat the steps to add more parties to the conference.
5. Press **EndCall** to disconnect all parties.

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

---

Powered by



## Using Your Office Phone Guide (T87W)

### 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 line** 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.

Powered by



## Using Your Office Phone Guide (T87W)



## Section 4: Setting Up and Managing Your Voice Mail

Powered by



## Using Your Office Phone Guide (T87W)

# 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 (T87W)

### 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.

Powered by



## Using Your Office Phone Guide (T87W)

### 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



## Using Your Office Phone Guide (T87W)

### 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 the **Messages** (envelope) button on the phone base. Locate the envelope icon button on your phone base and press it.
  2. Enter your voicemail **PIN or Password** provided by your system administrator, then press the **# key**.
  3. Follow the voice prompts to listen to, save or delete your messages.
- 

Powered by



## Using Your Office Phone Guide (T87W)



## Section 5: Managing Call History and Contacts

Powered by



## Using Your Office Phone Guide (T87W)

### Call History

Each icon in the Call History indicates the corresponding call history status.

| Icons                                                                             | Description   | Icons                                                                             | Description    |
|-----------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------|----------------|
|  | Received Call |  | Missed Call    |
|  | Placed Call   |  | Forwarded Call |

The history record saves the call information such as the caller's name and number, local line, and call duration. Once you are on the call history screen, you can manage your logs using the touchscreen or the directional pad:

1. Select the **History** soft key or go to **Menu > History** to view your call lists (All, Placed, Missed, or Received calls).
2. Select  behind a desired entry to obtain more information.
3. Select an entry from the list by scrolling through the history list with the directional pad - scrolling down, left or right. Once you have found your desired entry, you can do the following:
  - Press **Call** to call the entry or missed call.
  - Press **Delete** to delete the entry from the list.
4. 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 Blocklist** to add the entry to the blocklist.

Powered by



## Using Your Office Phone Guide (T87W)

- Select **Delete All** to delete all entries from the list.
- 

## Contact Directory

### Accessing Directories

- **Local Directory:** Go to **Menu > Directory > Local Directory** to view, add, or edit personal contacts.
- **Shared Directory:** Go to **Menu > Directory > Share Directory** to see company-wide or shared contacts.
- **CardDAV / Remote Book:** Navigate to **Menu > Directory > CardDAV Phone Book or remote phone book** options for synced directories.

### To add a contact:

1. Press **Directory** from the idle screen ( or press **Menu > Directory > Local Directory**). 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.

Powered by



## Using Your Office Phone Guide (T87W)

### 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?”.

### To blocklist a contact:

1. Go to Menu > Directory > Blocklist or Directory > Blocklist
2. Select Add, Add to Blocklist or plus key
3. Enter the blocklist contact's information
4. Select OK

Powered by



## Using Your Office Phone Guide (T87W)

### Add Contact Groups

1. Select Directory or go to **Menu > Directory > Local Directory**.
2. Select  **> New Group**.
3. Enter the desired group name.
4. Select **OK**.

### Edit Contact Groups

1. Select Directory or go to Menu > Directory > Local Directory.
  2. Select  .
  3. Select the desired group and then select  .
- 

Powered by

