



Using Your Office Phone Guide (T73W)

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Section 1: Basic Call Management

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Using the Buttons on Your T73 W Phone



On the display are your lines, system park buttons, and speed dials.

The **four buttons**  at the bottom of the screen display are **Dynamic keys** and change depending if you are on the call or your system is idle.

- Below the dynamic keys are **Voicemail**  , **Headset**  , **Mute**  , and **Next Page**  buttons.
- To the right of the keypad you will find the **Hold**  , **Forward**  , **Call log**  , and **Speaker**  buttons.
- To the left of the keypad you will find the **Navigation**  , **Cancel**  , and **Volume**  button.

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Place Call

Using the handset:

- Pick up the handset.
- Enter the number or select a contact, and then press **Call**.

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number or select a contact, and then press **Call**.

Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number or select a contact, and then press **Call**.

During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key, the **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.

Once you are on a call, your dynamic buttons on the display have changed and you have the ability to Transfer, Hold, or Conference a call.

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Answer Call

1. Press the dynamic **Answer** button, or lift handset.
2. You can also **Silence** or **Reject** the call from the dynamic keys on the display.

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**.

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End Call

Using the handset:

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

Using the speakerphone:

- Press  or **EndCall**.

Using the headset:

- Press **EndCall**.
-

Redial

- Press  to enter **Placed Calls** list, press  or  to select the desired entry, then tap the desired entry.
 - 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.
-

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**.

To place a call on park, touch any of the park buttons on display.

- You can see and retrieve the parked call by pressing the red button.

[Anyone with a park button display on their phone can see and retrieve that parked call by pressing the red button.](#)

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Place Phone in Do not Disturb Mode

- Press the **DND** button on the dynamic display.
 - Status is shown on the display.
 - Press the **DND** button to resume normal calling.
-

Managing the Call Log

- Press the **Call log**  button on right side of keypad.
 - Use the **Navigation**  wheel on left side of keypad to:
 - All calls
 - Missed calls
 - Placed calls
 - Received calls
-

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:

Transfer

1. Press the dynamic **Transfer** during an active call. Type in the extension you would like to transfer the call to, or press the pre-programmed speed dial button. Call is now transferred.
-

Call Forward

To enable call forward:

1. Go to **Menu > Features > Others > Call Forward**.
 2. Select the desired forward type and select **Enabled** or **On** from the corresponding field:
 - **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 contact number you want to forward incoming calls in the **Forward to** field.
 4. For **No Answer Forward**, press  or  to select the desired ring time to wait before forwarding from the **After Ring Time** field.
 5. Press **Save** to accept the change.
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Section 3: Conference Call

Call Conference

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1. Press the **Conference** during an active call. The call is placed on hold.
 2. Enter the number of the second party, and then tap **Call**.
 3. Press the **Conference** again when the second party answers. All parties are now joined in the conference.
 4. During a **Conference** call using display buttons you can:
 - a. Press the **Conference** button again to add another party.
 - b. Put the call on **Hold**
 - c. Press the **Manage** button which will show all parties and will allow you to select individual parties to **Mute**, **Remove**, or **Hold** them.
-

Speed Dial

To configure a speed dial key:

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

To use the speed dial key: Press the **speed dial** key to dial out the preset 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:
 - 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.

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. Phones come with voicemail to email access.

To listen to voice messages via the phone:

1. To access you voicemail you will need to have the pin provided to you in your welcome email
 2. Press  on the phone and follow the prompts.
 3. Follow the voice prompts to listen to your voice messages.
 4. Enter your pin number and continue to follow prompts as needed.
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Section 5: Managing Call History and Contacts

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Call History

1. To view call history press the **History** button on display.
2. Use the **Navigation**  wheel to navigate to the number you would like to call and press the **Call** button.
 - All calls
 - Missed calls
 - Placed calls
 - Received calls
 - Forwarded calls
3. Review saved contacts by pressing the dynamic **Phone Book** key on your display.
 - Company contacts
 - Personal personal contacts
4. Add a contact.
 - Select the desired contact list.
 - Select **Add**.
 - Enter your contact information.
 - Select the desired account from the **Account** field.
 - Select **check** or **OK**.
5. Delete a contact.
 - Select the desired contact list, and select the desired contact entry and select **Option** press **Delete** to delete the entry from the list.
 - Select **Delete All** to delete all entries from a list.
6. Edit a contact.
 - Select the desired contact list, and select the desired contact entry and select **Option** press **Detail** to view detailed information about the entry, and then edit the contact information
 - Select **Save**, **OK** or **Done**, or tap.

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7. Blocklist a contact to reject an incoming call automatically.
 - Select the desired contact list and contact.
 - Select **Option** and **Add to Blocklist**.
 - Select **OK**.

Contact Directory

To add a contact:

1. Press **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.

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.

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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?".
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