



Using Your Office Phone Guide (T85W)

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Section 1: Basic Call Management

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Place a Call

Leaving handset in position:

1. Start typing a number and then press **Call** and then press the speakerphone or raise the handset.
2. Select the desired key line then press **Call** and then press the **Speakerphone/**

 key, **Headset/**  key, or raise the handset.

Using the handset:

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

Using the speakerphone:

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

Using the headset:

1. With the headset connected, press  to activate the headset mode.
 2. Enter the number and press **Call**.
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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** or the **X** button located under the **Navigation**  wheel.

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End Call

Using the handset:

- Hang up the handset.

Using the speakerphone:

- Press  to end call.

Using the headset:

- Press headset  to end the call.

Redial

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

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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** or select the  key during an active call.
- By default, the phone ignores the engaged audio device (handset or headset) and plays beep on the speaker phone.
- When you have multiple calls on the phone and the current call is held, you can press the corresponding line key to swap to the active call.

To resume the call, do one of the following:

- If there is only one call on hold, press **the Hold**  key again, corresponding line key or press **Resume**.
 - If there is more than one call on hold, select the desired call and press **Resume**.
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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

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).

Semi-Attended 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. Select **Call**.
4. Do one of the following:
 - a. When you hear the ringback tone, press the  or **Transfer** to finish the semi-attended transfer.

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- b. After the contact answers the call press the  or **Transfer** to finish an attended transfer (consultative transfer).

Attended Transfer

Allows you to speak to the person who you wish to transfer the call to before actually transferring the call.

1. Press  or **Transfer** key during an active call.
2. Enter the number you want to transfer to and press **Call**.
3. Press **Transfer** when the second party answers and agrees to take the call.

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.
 - 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.
3. **Configure:** Set the status to On or Enabled
4. Press **Save** to accept the change.

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Forward with Activate: Pick up the handset and dial *72.

1. Number: Dial the number you want to forward to.
2. Send: Press the Send/Call button.
3. Deactivate code: To turn off the code, dial *73

Forwarding Incoming Calls

If a call is currently ringing and you want to forward it, press the FWD soft key on the screen, then enter the target number.

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**.
 4. If you used codes, dial *73
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Section 3: Conference Call

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Call Conference

1. Press the **Conference** during an active call. The call is placed on hold.
2. Enter the number of the second parties number 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**.

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Speed Dial

To configure a speed dial key:

1. Press the **Menu** when the phone is idle, and then select **Features > Dsskey**. Or Press and hold any unassigned line key (button on the side of the screen) for a few seconds. The DSS key configuration screen will appear and then you can move to step 3.
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.

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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

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.

1. Select **History** or go to **Menu > History**.
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  navigation wheel - 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.
 - Select **Delete All** to delete all entries from the list.

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Contact Directory

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.

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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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

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  .
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