



Using Your Office Phone Guide (T44W)

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Section 1: Basic Call Management

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Place 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**.

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

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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 press  or **Send**.
 - Press  when the phone is idle to dial out the last dialed number.
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Call Mute

- 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  or  to select the desired entry and press **Resume**.
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Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
 - Press  when the phone is idle or ringing to adjust the ringer volume.
 - Press  to adjust the media volume on the corresponding screen.
-

Ring Tones

1. Press the **Menu** when the phone is idle, and then select **Settings >Basic Settings >Sound > Ring Tones**.
 2. Press  or  to select **Common** or the desired account and then press the Enter.
 3. Press  or  to select the desired ringtone.
 4. Press **Save** to accept the change.
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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** key during a call.
2. Enter the number you want to transfer to.
3. Press **B Trans**.

Semi-Attended Transfer

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

Attended Transfer

1. Press **Trans** key during a call.
 2. Enter the number you want to transfer to and press **Send**.
 3. Press **Trans** key 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.
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**, press 
or  to 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 **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 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:
 - 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.

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 **History**.
2. Press  or  to select an entry from the list.
3. Do the following:
4. Press **Send** to call the entry.
5. Press **Delete** to delete the entry from the list.
6. If you press **Option**, you can also do the following:
 - a. Select **Detail** to view detailed information about the entry.
 - b. Select **Add to Contacts** to add the entry to the local directory.
 - c. Select **Add to Blacklist** to add the entry to the blacklist.
 - d. 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, and then select **All Contacts**.
2. Press **Add** to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press **Add** 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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