



ST KILDA ROAD TOWERS
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**Phones and faxes must dial 0 for an outside line.
To dial reception, please dial 6000.**

To place a call on hold:

- While on a call, press the **Hold** soft key
- To return to the call, press the **Resume** soft key
- If multiple calls on the same line are on hold, use the **Scroll** key to select the desired call before you press the **Resume** Soft Key

To transfer a call:

- Press the **Transfer** soft key. This places the call on hold
- Place a call to another person
- When you hear ringing press the **Transfer** key again or when the party answers, announce the call and then press **Transfer**
- If the person you called refuses the call, press **EndCall** then press **Resume** to return to the original call

To answer another extension in your office:

- Press the **Speaker** button
- Press the **More** soft key
- Press the **PickUp** soft key
- Answer the call via the speaker, handset or headset

To place a conference call:

- Press the **More** soft key and then the **Confrn** soft key. This places the call on hold
- Dial the number/extension you wish to join the conference
- When the call is connected press the **Confrn** soft key

To forward all calls:

- Press the **CFwdALL** soft key
- Enter the number/extension you wish to forward all your calls to. **Remember to add '0' for external numbers**
- To cancel call forwarding, press the **CFwdAll** button. **You will hear two confirmation beeps**

To view missed calls

- Press the **Directories** button
- Press **1** for missed calls
- Use the **Scroll Key** to scroll thru the last 32 missed numbers
- To dial a missed call, highlight the number and lift the **Handset**, or press the **Headset** or **Speaker** button

To view received calls

- Press the **Directories** button
- Press **2** for missed calls
- Use the **Scroll Key** to scroll thru the last 32 received numbers
- To dial a received call, highlight the number and lift the **Handset**, or press the **Headset** or **Speaker** button

To view placed calls

- Press the **Directories** button
- Press **3** for missed calls
- Use the **Scroll Key** to scroll thru the last 32 dial numbers
- To dial a placed call, highlight the number and lift the **Handset**, or press the **Headset** or **Speaker** button

Voice Mail:

This service is not active unless requested via APT (monthly fee applies upon activation)

To setup/listen to your voice mail

- Press the **Messages** button and follow the voice prompts

To access your voicemail externally

- Dial 9863-7077 and follow the voice prompts

To forward all calls to voice mail (if activated)

- Press the **CFwdAll** soft key
- Press the **Messages** button

N.B. When you receive a new voice mail message you will be notified via a flashing envelope icon on your LCD display and the red light on your handset lights up

Message playback options:

Whilst listening to your messages, there are a few options available to give you more control over your voice mail messages.

The diagram below shows the playback controls:

Playback Controls:

Press:

- 1 to **Replay** current message
- 2 to **Save** current message
- 3 to **Delete** current message
- 4 to **Send** a message to another extension

Then press:

- 1 to Send a new message
- 2 to Forward current message
- 3 to Reply to current message
- 4 to Return the call
- 5 to turn message **Date and Time** On/Off
- 6 for **Volume** (Norm/High)
- 7 to **Rewind** 5 seconds
- 8 to turn **Pause** On/Off
- 9 to **Fast Forward** 5 seconds
- * to **Cancel** and return to the previous menu
- # to **Skip** to the next message

Advanced Voice Mail Options:

Setting up a new Voice Mail box

- Press the **Messages** button
- Enter your NEW PIN followed by the # key. PIN can be between 4 – 6 digits long.
- Press # to confirm your password
- After the tone record your full name or company name, followed by the # key
- Press 1 to listen to your name, press 2 to re-record your name, or press # to continue
- After the tone, record the greeting your callers will hear, then press the # key
- Press 1 to listen to your greeting, press 2 to re-record your name, or press # to continue
- Your voice mail has now been setup

Phone Controls:

Volume Controls

To adjust the volume for the current call

- Press the up or down **Volume** control to increase or decrease the volume of your handset, headset or speaker

To adjust the volume for the all calls

- Press the up or down **Volume** control to increase or decrease the volume of your handset, headset or speaker
- Press the **Save** soft key

Ring Type/Volume:

To adjust the ringer volume

- Press the up or down **Volume** control while the handset is in its cradle

To change ring type

- Press the **Settings** button
- Press 2 for the ring type
- Select either '**default**' or '**line specific**' (if you have multiple lines configured on your phone)
- Use the **Scroll Key** to scroll through the list of ring types and press the **Play** soft key to hear the ring type.
- Highlight the ring type you want and then press the **Select** soft key
- Press the **OK** soft key, followed by the **Save** soft key

Voice Mail Controls:



If you would like further assistance with your Cisco IP Phone or find that any of these functions do not work please contact APT on 9863 9863 or via our "Contact" link on www.aptel.com.au