

# UCCloud TELEPHONE OPERATING INSTRUCTIONS

1. **TO PLACE OUTSIDE CALLS** – Dial the 10 digit phone number, then press **SEND** or the **#** key.
2. **TO PLACE INTERCOM CALLS** – Dial the extension number. If you have that person's **ONE TOUCH EXTENSION** button, you may press that button only.
3. **TO ANSWER CALLS RINGING ON YOUR PHONE** – Lift the handset or press the **SPKR** button. To answer a second call press the **HOLD** key and press the flashing line key to answer the second call.
4. **TO PLACE A CALL ON HOLD** – Press the **HOLD** key or press **HOLD** under your display.
5. **TO RECONNECT TO A CALL ON HOLD** – Lift the handset and press the flashing **CALL** or **LINE** key or **RESUME** under your display.
6. **TO TRANSFER A CALL TO AN EXTENSION** – While on the call, press the **TRANSFER** key, dial the desired extension number, press the **TRANSFER** key again and hang up. You may also press the transfer button dial the extension wait for them to answer, announce the call then press transfer again.
7. **TO TRANSFER DIRECTLY TO VOICE MAIL** – While on the call, press the **TRANSFER** key, dial 8 plus the extension number, press the **TRANSFER** key again and hang up. **Alternate option:** while on a call press the **TRANSFER** button, press the **XFR TO VM** button type in the extension then **TRANSFER** again.
8. **REDIAL-** Press the **REDIAL** key, scroll up or down with the navigation keys to the phone number, press the **REDIAL** key a second time and the number is called.
9. **TO RECONNECT TO CALLER IF TRANSFER CANNOT BE COMPLETED** – Press the flashing **LINE** or **CALL** key.
10. **PARK-** While on a call press the **PARK 1** or **2** softkey. The system will automatically park the call on the depressed button.
11. **RETRIEVING A PARKED CALL-** Press the flashing **PARK 1, 2** key to retrieve your call.
12. **CONFERENCE CALLING** – While on a call, press the **CONFERENCE** button and then place the next call dialing the 10 digit number. After the 2nd call connects, and press **CONFERENCE** to connect all three parties..
13. **DO NOT DISTURB-** The **DND** button is a softkey under your display, press top place yourself in **DND**.

## VOICEMAIL OPERATING INSTRUCTIONS

### **TO SET UP YOUR MAILBOX FOR THE FIRST TIME**

#### **INITIALIZING YOUR MAILBOX:**

Press the MESSAGE key and dial your temporary access code (7272) followed by the # key. Follow prompts for your voicemail box setup.

When prompted;

- Change password (if desired)
- Record name
- Record greeting
- Activate your greeting

#### **TO ACTIVATE A CERTAIN GREETING:**

Enter the following sequence on your keypad from the main menu of your mailbox:

- Press 3, to set up personal greeting press 1; to set extended absence press 2. To change your name recording press 3.

#### **ACCESSING YOUR MAILBOX:**

From your phone:

- Press the MESSAGE key and enter your password plus #.

From another phone:

- Press the MESSAGE key. When the system answers, press \* and enter your mailbox number/extension number plus the # key and your password plus the # key.

From outside the office:

- Dial your main number or backdoor number. When the voicemail system answers, press the \* key, enter your extension/mailbox number plus the # key and your password plus the # key.

**\*\*NOTE:** your voicemails will also show up in your email inbox, on the Accession software on your computer and on your mobile app.

#### **VOICEMAIL TIPS:**

- To bypass the user greeting, press #.