



AASTRA CALL PROCEDURES SUMMARY

This document provides instructions for completing the common call-processing procedures using the Aastra phones and the Voice-Axis software on our hosted platform. The following tasks are covered. For complete instructions refer to the Aastra User Guide for your specific phone model.

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1. TRANSFER A CALLER DIRECTLY TO A USER'S VOICEMAIL TO LEAVE A MESSAGE

Press either the **TRANSFER** softkey or the **TRANSFER** button if one is present

Enter the **#** of the mailbox you want to transfer to followed by the ***key**

Enter the **#** of the mailbox followed by the ***** key

Press **DIAL** or just wait

Hang up and the caller will be transferred and will be listening to the greeting, which proceeds leaving a message.

2. TRANSFER A USER DIRECTLY TO HIS OR HER OWN VOICEMAIL BOX TO RETRIEVE MESSAGES.

Press either **TRANSFER** softkey or **TRANSFER** button if one is present

Enter ***5000**

Press **DIAL** or just wait and the caller will be transferred to the voicemail system

The caller will be prompted for the # of the voice-mail box

The caller will be prompted for the voicemail box password (if one is programmed)

Messages will be played. Use the following prompts for navigation.

Press 3 for advanced options
Press 4 to hear the previous message
Press 5 to repeat the current message
Press 6 to hear the next message
Press 7 to delete the current message
Press 8 to forward the current message to another user

3. RETRIEVE YOUR OWN VOICEMAIL MESSAGES FROM YOUR OWN PHONE.

A. From any Aastra phone

Press * followed by the # of the voicemail box

Press **DIAL** or just wait

The caller will be prompted for the voicemail box password (if one is programmed)

Messages will be played: Same prompts as #2 above.

B. From Aastra phones with **MESSAGES softkey**

Press the **MESSAGE** button, enter password when prompted and messages will be played

Same prompts as #2 above

4. RETRIEVE YOUR OWN VOICEMAIL MESSAGES FROM ANY PHONE ON THE SYSTEM

Press * key followed by your extension #. Messages will be played. Same prompts as #2 above.

5. RETRIEVE YOUR OWN VOICEMAIL MESSAGES FROM OUTSIDE THE SYSTEM.

Dial into the system and access any auto-attendant

Press # key

The caller will be prompted for the voicemail box #

The caller will be prompted for the voice-mail box password (if one is programmed)

Messages will be played. Same prompts as #2 above.

6. TRANSFER A CALL TO A SPECIFIC EXTENSION OR GROUP.

Press **TRANSFER** soft key or **TRANSFER** button if one is present

Enter the # of the extension to which you want transfer the call

Press **DIAL** or just wait

To announce the call, wait until the call is answered, announce the call and hang up to initiate the transfer

OR.....

To perform blind transfer, hang up immediately and the call will transfer immediately

Press the **CANCEL** soft key to stop the transfer. This will place the call on HOLD. You can then pick up the call from HOLD

7. CREATE A THREE-WAY CONFERENCE CALL.

When a call is in progress, press the **CONF** key or the **CONFERENCE** soft key.

Enter the number of the 2nd party to be conferenced

Press **DIAL** or just wait.

When the 2nd party is on the line press **CONF** key or the **CONFERENCE** soft key to create the conference.

When conferenced, both parties will appear in the display

To end the conference and remain on with only one party, use the **UP** or **DOWN** button to select the party you want to disconnect from the conference and press the **DROP** soft key.

8. PARK A CALL

Press **TRANSFER** softkey or **TRANSFER** button if one is present

Press ***70**

Press **DIAL** or just wait

The system will announce the number of the PARK EXTENSION the call has been parked at (1-9)

Wait until the 2nd announcement is heard and then hang up..

Note the assigned Park-Extension (1-9) announced by the system

The caller will hear the ON-HOLD recording

(see Special Speed-dial buttons below)

9. RETRIEVE A PREVIOUSLY PARKED CALL. (you must know the assigned Park-Extension)

Press ***71** followed by the number of the Park-Extension selected by the system when the call was parked.

(see Special Speed-dial buttons below)

10. PROGRAM AN AVAILABLE BUTTON AS A DSS OR SPEED-DIAL

Only from Aastra phones with available buttons

Note: keys are automatically selected in order from left to right and top to bottom on phone and then on "sidecars"

Hold an available soft key until the screen changes to programming mode

Enter a name into the name-field using the keypad

Enter the phone # or extension # in the number field.

Press **SAVE** and then **OK**

To edit or clear buttons

Press **OPTIONS**

Select PREFERENCES

Select SPEED DIAL EDIT

Press key to EDIT or REMOVE

Edit as needed or press REMOVE to clear the button.

11. DIRECTED CALL PICKUP

When another extension is ringing

Press ***** and **8** followed by the # of the extension which is ringing and you will answer that extension

12. TRANSFER A CALL TO AN OUTSIDE NUMBER

While connected to caller press **TRANSFER** and dial number you want to transfer caller to.

When answered, press **TRANSFER** and hang up – caller will be transferred.

13. CALL ANOTHER STATION USING THAT STATION'S SPEAKER WITH HANDS FREE ANSWER

Press * and **1** followed by the # of the extension and then press **DIAL or SEND**. You will be connected to that station

When you talk, you will be heard through the other station's speaker.

Someone at that other station can talk to you using that station's microphone.

14. PAGE ALL PHONES – There should be a pre-programmed **PAGE** button on your phone if you have access to this feature. Press that button and you will be able to speak to the speakers on all enabled phones.

15. USEFUL SPEED-DIAL BUTTONS - On some phones we have programmed special speed-dial buttons to facilitate easy access to some frequently used features such as:

CALL PARK – When you want to park the call you are on, first press **TRANSFER** and then hit the **CALL PARK** speed-dial button. The system will then place the call in a park-orbit and will announce to you the number of that park-orbit. You can then hang up and the call will remain on park. The parked call will recall to the phone where it was placed on park after a period of time which is initially set at 240 seconds

PICKUP PARK 1 (or 2) When you want to pick up a call previously placed in either park-orbit 1 or park-orbit 2, press the appropriate button. (either **Pickup Park 1** or **Pickup park 2**)

(see sections above on Parking a call and Picking up a previously parked call)

16. SYSTEM NOTES

1. Initial voicemail passwords are set to match the associated extension number. Initial passwords MUST be changed by the user to a secure password of his or her choosing.
2. Conference Bridge access = extension # ____ or select ____ from main greeting
3. Conference bridge password = ____
4. Main greeting - dial extension # ____
5. When dialing while on "speaker" you can dial the number and then hit # to send the call
6. 7 digit (where allowed) 10 digit and 11 digit dialing is permissible
7. Paging Access (if available) – press ____ and then press #. Wait to hear a ring and then a beep in the earpiece – then speak over the paging system
8. Emergency Voicemail Box (if used) is ____ and the password is ____