brandywine

QUICK REFERENCE GUIDE

Welcome to Your New Phone

PLACE CALLS ☎

1. With the handset off hook or on hook
2. Dial 1 then the 10 digit number **
3. Press the "DIAL" button

   *** 7 digit dialing will work for NH, RI and ME customers*

GET VOICEMAIL ✉

- Press the "MESSAGE" button on your phone
- When prompted input your PIN code (default = 9907)
1. To hear your messages
2. To change your PIN
3. To record your name
4. To record your greeting

To check VM from OUTSIDE THE BUILDING, call your office number and select your extension. When you hear your outgoing greeting, dial your PIN code BEFORE the beep to leave a message. **Please use option 2 to change your PIN regularly for optimal security.**

GENERAL VOICE MAIL "GVM" ✉

The GVM is a virtual extension for "catch all" messages. It is often used for new client calls regarding services or product inquiries where the caller may not know who they need to speak with. For some companies it is used for after hours service requests.

- To record your greeting dial _____
- The default PIN is 9907

DO NOT DISTURB ⊖

1. Press the "DND" button on your phone.
2. You will see a ⊖ sign appear on the phone.
3. Your phone will no longer accept incoming calls. Your callers will be sent to your voicemail greeting.

5 WAY CALL

Assuming that you are already in a conversation and wish to bring a third party into a multiple-party conference call.
1. Press the "CONF" button to bring up the conference dialing screen.
2. Dial the third party number you wish to add to the conference.
3. When the call is established to the third party, press the "CONF" button again to initiate the 3-way conference.

Repeat steps 1-3 to continue adding participants (up to 5 total participants including yourself.) For more than 5 participants, use the conference bridge extension. See below for instructions.

10 PARTY CONFERENCE BRIDGE

- Call Extension 700 directly or have your callers transferred to extension 700 from the front desk.
- When entering the conference dial the PIN code. (default = 9907)
- Hangup to exit the conference.

PARK AND PICK UP A CALL

- With a call active, press the first available "PARK" button on the phone labeled PARK 1, PARK 2 etc. The button will blink RED to indicate the call has been parked successfully.... Make note the status light. The caller will be left on hold while you find the person they wish to speak to.
- When the person is found, tell them to "pickup" on the parked extension i.e. Park 1. by pressing the designated blinking RED button.

TRANSFER CALLS

BLIND TRANSFER - *Transfer a call with no interaction or announcement.*

ATTENDED TRANSFER - *Allows you to do a warm transfer and speak to the recipient prior to handing off the call.*

TRANSFER WITH DIAL PAD

BLIND TRANSFER

XFER -> EXT -> XFER
1. With the call active press the "XFER" button
2. Dial the extension number of the intended recipient (ie. Dial 123)
3. Press "XFER" again

ATTENDED TRANSFER

XFER -> EXT -> DIAL -> XFER
1. With the call active press the "XFER" button.
2. Dial the extension number of intended recipient (ie. Dial 205).
3. Press "DIAL" (The caller will automatically be put on hold as you call the intended recipient).
*If they answer and agree to receive the call transfer press "XFER"and it is completed.
*If they don't answer or decline the call press "END CALL" then "RESUME" to reconnect to the original caller to offer other options.

TRANSFER WITH DSS/BLF BUTTONS

BLIND TRANSFER

XFER -> BLF -> XFER
1. With the call active press the "XFER" button then the BLF button of the person you want to transfer the call to.
2. Then press "XFER" again. In doing this you will blind transfer the call to the intended recipient.

ATTENDED TRANSFER

XFER -> BLF -> DIAL
1. With the call active press the "XFER" button then the BLF button of the person you want to transfer the call to.
2. Then press "DIAL". (The caller will automatically be put on hold as you call the intended recipient.)

*If they answer and agree to receive the call transfer press "XFER" and it is completed.
*If they don't answer or decline the call press "END CALL" then "RESUME" to reconnect to the original caller to offer other options.

TRANSFER WITH DIRECTORY

BLIND TRANSFER

XFER -> DIRECTORY -> CHOOSE USER -> DIAL -> XFER
1. With the call active press the "XFER" button.
2. Press the "DIRECTORY" button.
3. Use dial pad for letters and/or scroll to choose the user to transfer to.
4. Press "DIAL" and once you hear the ring back hit "XFER" again.

ATTENDED TRANSFER

XFER -> DIRECTORY -> CHOOSE USER -> DIAL -> XFER
1. With the call active press the "XFER" button.
2. Press the "DIRECTORY" button and use the dial pad to choose the user to transfer.
3. Then press "DIAL" (The caller will automatically be put on hold as you call the intended recipient.)

*If they answer and agree to receive the call transfer press "XFER"and it is completed.
*If they don't answer or decline the call press "END CALL" then "RESUME" to reconnect to the original caller to offer other options.

LEGEND

🎧 HEADSET
🎤 MUTE
🔊 SPEAKERPHONE
✉ MESSAGE
🔄 REDIAL

FAQ

Q. Why can't I make or receive calls?

A. Be sure the icons for your call lines and park orbits are lit GREEN and active. A "greyed out" image or "X" though the park lines indicates the phone is not registered and may require a reboot.

Q. How do I reboot my phone?

A. Press "Menu" then "Basic" then scroll down to option 10 which prompts you to reboot system.

Q. Calls are cutting out and have poor quality, what do I do?

A. This is generally Internet or network related. The call quality is only as good as the quality of the internet. The first thing to do is reboot your Internet modem/router, 90% of the time a quick reboot fixes the issue. If still an issue after rebooting please contact support.

Q. Do you support ACD functions like Teach and Listen?

A. Yes, these functions are very common in call center deployments for training new agents. They are disabled by default for security purposes. Please contact sales or support for assistance with these advanced features.

Q. How many calls will the conference bridge support?

A. The default number of users in the Ext 700 Conference bridge is 10, if you need more capacity please contact sales or support for further assistance.

Q. Can I get a record of calls made and received on the system?

A. By default, the system keeps the last 7 days of call records in the admin panel. If you have Admin access you can log in to get those call records. We can also email daily records of calls made on the system for your records. if you need advanced reporting it is an upgrade service please contact sales for options and pricing.

Q. How do I change the greetings on the system?

A. There are many greetings and options. It's best to contact support and let us know in simple terms what it is you want. We will be glad to assist you in customizing any greetings or call routing that will help you better utilize the system. Please take advantage of this. An underutilized system is not good for you or us... WE ARE HERE TO HELP.