

## Welcome to Office Suite 6920 Series Phone Features & Voicemail Set up




Use the Navigation keys to move left or right between pages

### LOGIN | ACTIVATE

Note: Your phone should be logged in, but if it isn't or is Logged Out, log in.


1. To log into your phone press, Activate/Login option, and enter your extension number.
2. Enter your pin for the phone. (pin can be reset in My OfficeSuite portal – see system admin)

### TO ANSWER A CALL

1. Lift the **handset** or press the **Speaker Phone** function button. 

*Note: The clear panel area at the top of your handset is your Visual Ring Indication. When your handset rings, the area will flash red. When on an active call, the area lights solid red.*

### Ending A CALL

1. Place the **handset** back in its cradle, press the **End Call softkey**, or press this hard key. 

### EXTERNAL CALL

1. Lift the handset or press the Speaker Phone function button.
2. Dial 8 + plus the 7-digit local number or 8, 1 +10-digit number for long distance.

### INTERNAL CALL – 3 options

1. Dial the user's extension (activates your speaker phone automatically).
2. If you have a button programmed on your phone for a user, simply press the button.
3. Press the 'Contact' function button, scroll to find the User and follow the prompts in the display.

*The phone will ring until answered or until it forwards to voicemail.*


### INTERCOM CALL (if activated )

1. Press the **Intercom** function button.
2. Dial the **extension number**. and press **CALL** softkey  
**Note:** *This will immediately activate the speaker phone of the person you are calling.*  
*\*Can't intercom to a cordless phone*

### PAGE (to page over all the telephones or speakers if applicable)

1. Press the **PAGE** programmed button  
*The speakers on all idle phones are opened and you can now page to all idle phones.*

### TO PLACE A CALL ON HOLD


1. Press the Hold function button  to place the current call on hold.  
*The call appearance button will blink green.*  
*While on an active call, you can answer another incoming call by pressing the flashing call appearance that you would like to answer- your current call will automatically go on hold.*  
**NOTE:\*\*\* REMEMBER A CALL PLACED ON HOLD CAN ONLY BE RETRIEVED FROM THE PHONE THAT PLACED THAT CALL ON HOLD\*\*\***

### TRANSFER A CALL

1. **Blind Transfer** User does not talk to the transfer recipient prior to transferring a call.
  - a. While on an active call, press the **Transfer** function button.
  - b. Dial the transfer recipient's **extension number** (or 8, + external number)
  - c. Press the **Transfer** Softkey button or simply hang up handset to complete transfer.
2. **Attended Transfer:** User talks with the transfer recipient prior to transferring a call.
  - a. While on an active call, press the **Transfer** function button.
  - b. Dial the transfer recipient's **extension number** (or 8 + external number)
  - c. Wait for the user to answer then, announce the call.
  - d. Press the **Transfer** Softkey or hang up to complete the transfer. Note: if caller does NOT want the call to be transferred simply press the flashing line to return to your caller.
3. **To VM:** User sends the call immediately to the assigned user's voice mailbox.
  - a. While on an active call, press the **Transfer** function button.
  - b. Press the **Voicemail** Softkey
  - c. Dial the Transfer recipient's **extension number** and hang up – caller goes directly to users voicemail box.

Deleted: <#>Press the Attended Softkey.¶

### MUTE

1. While on an active call, press the Mute Function button.   
The Mute button lights **solid red** while muted.
2. To unmute, press the Mute function button again and the red light is removed.

### **PARK (Park Button programmed on desk phone)**

#### **To Park a Call:**

1. While on an active call, press an open programmed Park button (ex: Park 1, Park 2, etc)
2. The caller is now parked.

#### **To Retrieve a Parked Call:**

1. From Any desk phone with programmed Park keys – Press the "Park" button the caller was parked on (Ex: Call parked on Park 1, Park 2, etc)

### **PARK (Park Button not programmed on desk phone)**

1. While on an active call, press the Park Softkey and select the park slot – Select 1 – 9 on the dial pad or press 0 for the system to select a number for you. The system will state the Park number that has been selected or assigned. (remember this number – this number will be used to retrieve the parked call)
2. The caller is now parked.

#### **To Retrieve a Parked Call:**

1. Press "Retrieve" softkey and enter the number selected above.

### **CONFERENCE CALL**

Connect up to four parties (including the originator) on one conference call.

While on an active call, press the **Conference** softkey.

1. Dial the second party.
  - External recipient's number, 8 + 7 or 10 digit number
  - Or Internal Number.
2. When the party answers, press the Softkey option in the display for '**Conference**'. 3-Way call is now active.

**Note:** If you wish to add a fourth party to your conference, proceed with the below steps.

  1. Dial your next party.
  2. Press the Softkey option in the display for '**Conference**'. All 4 parties are now connected.


**Note:** You can press the Softkey option in the display for 'Leave' to exit a 3-Way conference leaving the other two parties connected (display will reflect call was transferred). The 'Leave' option only appears with a 3-Way Conference. You cannot 'Leave' a 4-Way Conference call without disconnecting the entire conference.

### **ADDING A CONTACT**

1. Press the Contacts button
2. Press the Softkey option for 'Add New'.
3. Enter First Name and Number using the navigator cluster and the number dial pad
4. Press the Save softkey

## **VOICEMAIL SETUP & FEATURES**

### **SET UP VOICEMAIL:**

1. Press the Messages key  on your phone. You will hear, “Please enter your passcode. If you are not calling from your phone press \*”
2. Enter your passcode followed by the # sign. The default PIN is normally last 4 digits of your main#
3. Follow the prompts to set up your mailbox and change your passcode.


### **VOICEMAIL MENU**

- 1 Listen to your Messages
- 2 Send a message
- 9 User Options

### **MESSAGE NOTIFICATION / RETRIEVAL:**

When new messages have arrived, the 'Messages' function button will illuminate red.

### **TO RETRIEVE A MESSAGE:**

1. Press the Messages key , “Please enter your passcode. If you are not calling from your phone press \*”
2. Enter your passcode followed by the # sign.

### **LISTENING SHORTCUTS:**

**While Listening to Messages, you can perform the following actions:**

- Press 1 Replay Current Message
- Press 2 Save Current Message
- Press 3 Delete Current Message
- Press 4 Reply to Current Message
- Press 5 Forward a Copy of Current Message
- Press 6 Message Information
- Press 7 Play Previous Message
- Press # Play Next Message

NOTE: Messages are auto saved unless user deletes messages.

### **TO ACCESS YOUR VOICEMAIL REMOTELY:**

1. If you have a direct dial number, call your direct dial phone number to reach your voicemail.
2. During your voicemail greeting press \* (star) and follow the prompt to enter your passcode followed by #.

#### **MESSAGE OPTIONS AFTER INITIAL SETUP:**

1. Press the Messages key, “**Please enter your passcode. If you are not calling from your phone press \*(star)**”
2. Enter your **passcode** followed by the # sign.
3. **Press 9**
4. You can then select from the following options:  
Press 1 to review and change your NAME recording  
Press 2 to review and change your Personal (Primary) greeting or Press 4 to change your Alternate Greeting.  
Press 4 to change your Call Answer options (determine what greeting callers hear or prevent callers from leaving a message after greeting is played).  
Press \* to return to the main menu.

#### **More Information & Training Videos:**

<https://communities.windstreamenterprise.com/OfficeSuite-UC/discussion/7723784/how-to-operate-your-officesuite-uc-phones><https://windstream.jiveon.com/>

