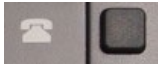



KELCOM Basic Phone Reference Guide

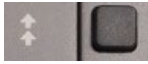

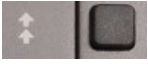
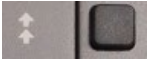
To access Voicemail:

- Dial *98 and then use your voicemail password. Listen to voice prompts for options.
- If you forgot your voicemail password, Lisa can send you an email with a new password.

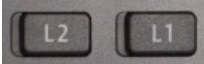
To see a list of recent callers:

- Press the Callers key  and then scroll through entries using arrow keys. 


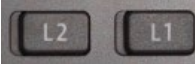
To see a redial list:

- Press the redial key  and then scroll through entries using the arrow keys. 
- To redial the last number dialed, just press the Redial key twice.  



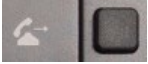
Answering a call:

- Pick up handset to talk normally or press flashing “L” key  to answer in speakerphone



Putting a call on hold:

- While on a call, press the “music” key  to place the caller on hold.
- To return to a call on hold, pick up the handset and press the flashing “L” key. 

To transfer a call:

1. Press the Transfer key,  dial the extension and press the right arrow key. 
2. Once connected, press the call Transfer key again. 

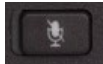
To conference two parties into a call with you:

With the first party on the line, press the options key  then press 1 (for services) and then 1 again (for conference) then dial the second party. Once connected press the options key  then press 1 (for services) and then 1 again (for conference) and all calls will be now merged.

Other Key Functions:



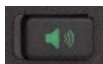
Hang up current call



Mute microphone



Call volume down and up



Speakerphone

KELCOM Pro Phone Reference Guide

To access Voicemail:


- Dial *98 and then use your voicemail password. Listen to voice prompts for options.
- If you forgot your voicemail password, Lisa can send you an email with a new password.

To see a list of recent callers:

- Press the “Callers” soft key and then scroll through entries using arrow keys.

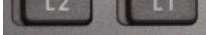


To see a redial list:


- Press the redial key  and then scroll through entries using the arrow keys.
- To redial the last number dialed, just press the Redial key twice.



Answering a call:

- Pick up handset to talk normally or press flashing “L” key  to answer in speakerphone

Putting a call on hold:

- While on a call, press the “music” key  to place the caller on hold.
- To return to a call on hold, pick up the handset and press the flashing “L” key.



To transfer a call:

3. Press the “Xfer” softkey, dial the extension or phone # and press “Dial” softkey.
4. Once connected, press the “Xfer” softkey again.

To conference two parties into a call with you:

1. With the first party on the line, press the “Conf” softkey, dial the extension or ph# and press the “Dial” softkey.
2. Once connected press the “Conf” softkey again and all calls will be now merged.

Other Key Functions:



Hang up current call



Mute microphone



Call volume down and up



Speakerphone / Headset

Portal terminology:

- Ring count: Number of rings before voicemail answers your call.
- Call Forwarding: Enter an 11-digit phone number (1 before area code).
- Call Forward All: Calls will not ring at the office desk phone, they will be forwarded.
- Call Forward Busy/No Answer: Calls ring the office and then are forwarded after CF ring count.
- CF Ring count: Number of rings before the system forwards your call for “CF Busy/No answer”.
- In case of Internet malfunction or power failure, forward my incoming calls.
- Forward to number: Enter an 11-digit phone number (1 before area code).