



# Liberty

communications



## MY BUSINESS PHONE TRAINING

### HOW TO SET UP YOUR VOICEMAIL

- Press the voicemail key or dial \*333 on your desk phone.
- Enter the default password provided to you.
- Follow the prompts to set up your voicemail.

Default passwords: \_\_\_\_\_

### HOW TO CHECK YOUR VOICEMAIL

- Press the voicemail key or dial \*333 on your desk phone.
- Enter your password followed by “#”.
- Follow voice prompts to listen to new and saved messages.

Your password: \_\_\_\_\_

### HOW TO PUT A CALL ON HOLD

You should put a call on hold when you will be resuming the call from the same phone.

While on a call, push the “hold” button. After putting a call on hold, hold will change to “resume”. Push the “resume” button to continue your call.

### HOW TO VIEW RECENT CALLS

- Press the “Contacts” key on your home screen.
- Navigate down with the arrow key to “Recent Calls” and press “Select”.
- From here you can look at all recent calls or separate the calls by missed, received, and placed calls.

You can also add someone to your saved favorites and contacts from this list.

### HOW TO ADD A CONTACT FROM RECENT CALLS

- Navigate to your recent calls list.
- Find the phone number you want to save and select “Info”.
- Select “Save”
- Enter the first and last name of your contact or, if auto populated, make sure the first and last name are accurate and the phone number has a 9 and 1 before it when applicable.
- Enter any additional information you want to show for this contact.
- Press “Save”.

This contact will now be saved in your contacts and favorites list.

## HOW TO ADD A CONTACT FROM THE CONTACT SCREEN

- Press the “Contacts” key and select “Contact Directory”.
- Press the “Add” button.
- Enter the contact’s first and last name as well as their number making sure the phone number has a 9 and 1 before it when applicable.
- Enter any additional information you want to show for this contact.
- Press “Save”.

This contact will now be saved in your contacts and favorites list.

## HOW TO MAKE A CONSULTATIVE TRANSFER

A consultative transfer allows you to speak with the new call recipient before the caller does.

- While the call is active, press the “Transfer” button.
- Enter the phone number you wish to transfer the call to or select a saved contact from the side buttons.
- When the new call recipient answers, tell them what you need to tell them. Then end the call by pushing transfer again.

The call is now transferred to the new recipient and has ended for you

## HOW TO MAKE A BLIND TRANSFER

A blind transfer will transfer your caller to another person immediately.

- While the call is active, press the “Transfer” button.
- Press the “Blind” key.
- Enter the phone number or select contact you wish to transfer the call to and push the “Send” button.

Your call will be ended with the caller and the caller will be transferred to the new call recipient.

To transfer straight to voicemail, push the # key prior to entering the extension. The caller will go straight to the new recipient’s voicemail.

## HOW TO CONFERENCE CALL

You are able to have a conference call with two other lines (3-way call).

- Call your first contact, after the contact answers, press the “more” button followed by the “confrnc” button.
- Enter the number of the person you want to conference with. (Don’t forget to dial 9 when applicable).
- Press the “More” button followed by the “confrnc” button.

You are now on an active conference call. You can hold and resume conference calls just as you would a regular call.

## HOW TO PUT A CALL ON/PICK A CALL UP FROM PARK

Putting a call on park is a great option when someone else will be picking up the call or you will be resuming the call on a different phone.

To put a call on park:

While on a call, select a park option. If there is a light next to the parking spot identified as “Park 1” or “Park 2”, this parking spot will be unavailable. The caller is now, effectively, on hold and there is an ability to continue the call on a different phone.

To pickup a call on park:

If there is a call on park ready to pick up, the key next to the parking spot will have a flashing light. Anyone sharing your phone system can push the key next to parking spot to pick up the call and begin speaking with the caller.

If a caller is left on park for 120 seconds, it will ring back to the original phone that placed the call on park.