

## Quick Phone Guide-CQ400

### Voicemail

To Access your voicemail

1.) Press **\*98** from any phone or Press the Voicemail shortcut key or Press **\*97** from your phone

2.) Enter your **Mailbox Number (\*98 only)**.

3.) Enter your password (See your phone admin for default password).

4.) Press **1** to listen to your voicemail.

5.) Press **7** to **delete** a voicemail you are or have just listened to.

6.) Hang Up to Exit.

### Transferring a call to Someones Group or Phone

When you are on the phone with the caller

1.) Press **Transfer** and then press **Blind**.

2.) Enter the extension you wish to transfer the call to. This can also be the extension number associated with a Ring Group if you would like a group of phones to ring.

3.) Press **Send** to transfer the call.

4.) Hang up



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### Transferring a call directly to a Voicemail box

When you are on the phone with the caller

1.) Press **Transfer** and then press **Blind**.

2.) Dial **\*** (**Star**)

2.) Enter the destination Voicemail **box's Extension Number**.

3.) Press **Send** to transfer the call

4.) Hang Up

### Park a Call and Pick up a Parked Call

To **park** a call

1.) If you have a "**Park Call**" button on your phone press that or press **Transfer**.

2.) If you pressed **Transfer** then enter 70 and press **Send**.

3.) Hang Up and that person will be sent to the first open parking lot number.

To pick up a **parked** call

1.) Press the **parked location number** (ex. 71) or if your phone has **park location buttons** press the corresponding one.

2.) **Pick up** the phone or press **Dial** to talk to the parked customer

## Setting Up Voicemail and Greetings:

Within your voicemail, **dial 0** to go to the **Mailbox Options Section**.

**From there you can dial one of the Following:**

- 1 Record Unavailable Message
- 2 Record Busy Message
- 3 Record your Name
- 4 Manage your Temporary Greeting

-When you record your temporary greeting it will become the dominate message played when anyone calls your phone. When you come back, from vacation for example, you must delete that message for the phone to revert back to using your original messages.

- 5 Change Password

**\*Note\*** Once you dial one of these options the phone system will talk you through each process of recording, reviewing, and accepting.



## Popular Feature Codes

### Call Directly to a Colleague's Voicemail

Dial **\*xxx**, where **xxx** is the extension of the voicemail you wish to leave a message in. Avoids having their phone ring.

### Intercom

Dial **\*80xxx**, where **xxx** is the extension you wish to intercom. – For Single Extension intercom

Dial **xxx**, where **xxx** is a page group setup by your administrator. – For Paging of multiple extensions simultaneously

### On-Demand Recoding

Dial **\*1**, while engaging in a conversation you wish to record. Pressing **\*1** again will stop the recording.

### Blacklist a Caller

Dial **\*32** to blacklist the last caller on your extension

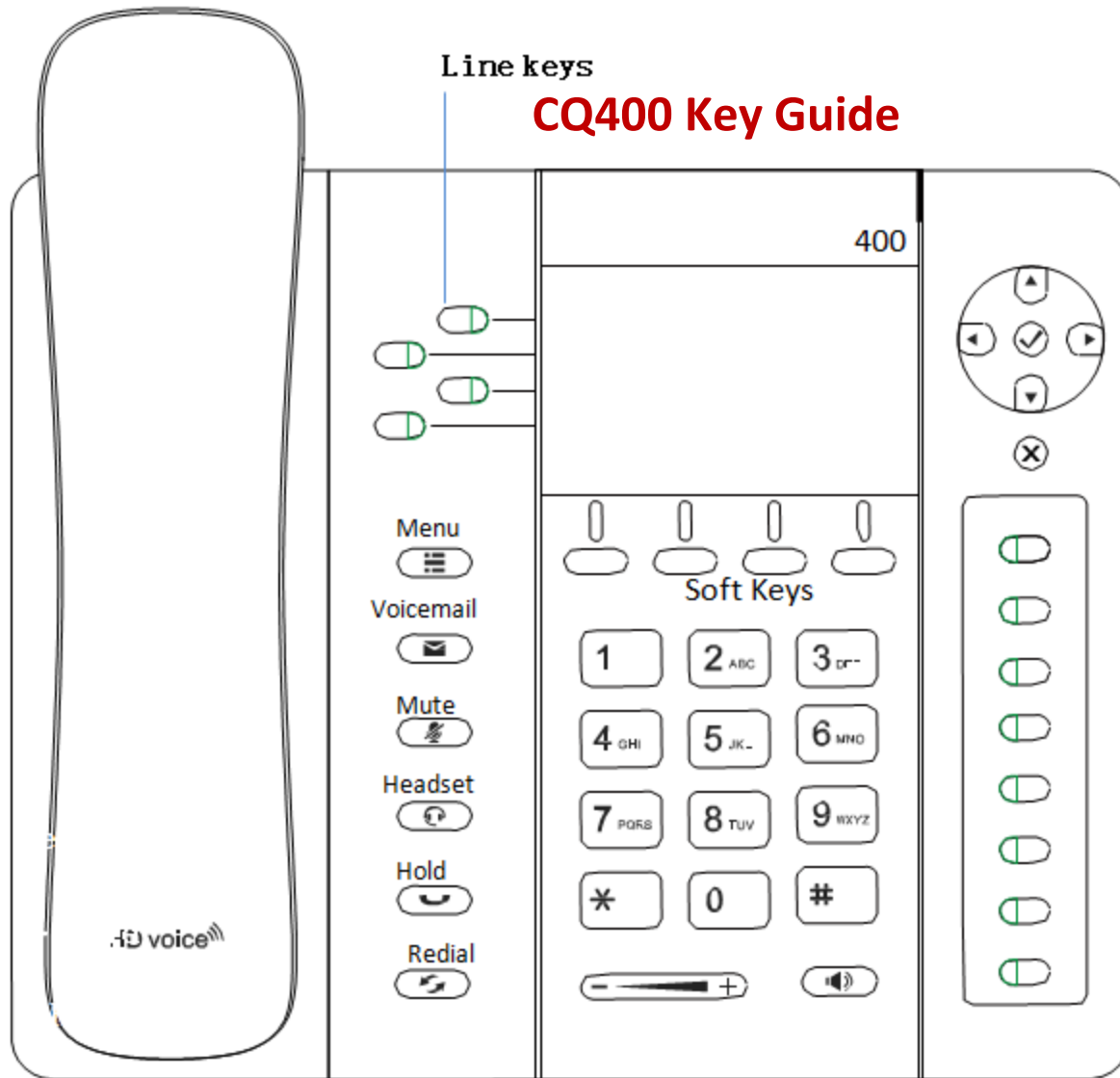
### Do Not Disturb Toggle

Dial **\*76** to toggle the Do Not Disturb feature on your phone.



Line keys

## CQ400 Key Guide



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