

# Red Road Telecom

## Telephone User's Guide

### Analog / Cordless Phones



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## Intro

This guide is intended to assist you with using phones that are not provided or supported by Red Road Telecom. We do our best to accommodate the phones you are using with our system, but of course we cannot guarantee their operation.

## Display

Depending on the model, your phone's display will change during the course of a call to let you know what's going on. In the idle state, it displays the time, battery indicator, the name assigned to this extension, and an indicator "Line In Use" if another handset is using the line. When there is an incoming call, the display shows "Incoming Call" and on some phones the Caller ID.

## Answering and Ending a Call

When your extension is ringing, pick up the handset and press the TALK key. To hang up, press "END".

## Placing a Call

Press the TALK button, listen for dial tone, and dial the number you want to call. To dial in speakerphone mode, press the "SPEAKER" button either before or after dialing the number. Some cordless phones work only with "on-hook" dialing: first dial the number, then press the TALK button. This also eliminates problems with dialing time-out on some cordless phones.

## Transfer A Call

**First, tell your caller that there will be music and a few seconds of silence while the call is transferred.**

Press \*. Your caller is placed on hold and you hear "Transfer" and then a dial tone. Dial the number to which you are transferring. When the party answers, announce the call.

**If you do not dial, or you pause more than 5 seconds, you will be reconnected to the caller.**

Destination party wants to accept the call:

Hang up.

Destination party does not want to accept the call:

When the destination party hangs up, you are back with the original caller.

## Transfer to Voice Mail

Transfer the call to #xxx (where xxx is the person's extension number).

## Park Call

With a “live” call on your phone, press #. Your caller is placed on hold. You hear “Pound” followed by a 2-digit number. Hang up.

## Retrieve a Parked Call

From any phone, dial # followed by the 2-digit number to retrieve the call. Forgot the number? Dial ## to retrieve the most recently parked call.

## Hold

To place a call on hold, press the TALK button. Press it again to retrieve the call. A call on hold can not be retrieved from any other phone.

## Page

To page any single extension, dial \* followed by the extension number. Wait for a beep and then speak - what you say is announced over the speaker of that phone.

## Voice Mail

When you have a message waiting in your voice mailbox, your phone or interface box will have a blinking red light. On some phones, there is a small red phone in the upper-left corner that will blink red, and the display says “VM”. Some phones have a “stutter” dial tone when there is voicemail waiting.

To retrieve your voice messages or program your voice mailbox, dial 700. For phones that have a voicemail button it will be labeled with a small envelope - on some phones this is the “MUTE” button in the lower right-hand corner. Simply press this button to access your voice mailbox. Follow the voice instructions. Please see the Red Road Telecom Messaging Guide for further details.

**IMPORTANT:** If your phone is equipped with voice mail internally please be aware that if you enable the phone’s voice mail capability it may interfere with the Red Road voice mail, and that the phone’s messages will only be retrievable from the phone, while the Red Road voice messages can be retrieved from anywhere.

## Call Forwarding

To manage call forwarding, go to the Main Menu for your extension number and select option 4, Call Forwarding. You can get to the Main Menu several different ways - see the Messaging Guide for full details. The simplest way is: from your phone, dial 700. When the system asks for your password, enter \*#. This takes you to the Main Menu for your extension.