



LG-Ericsson Phone and Voicemail Quick Reference Guide



Phone Basics

Make an internal call

Dial the 3 digit extension.

Make a local call

Dial 9 + 7 digit number.

Make a long distance call

Dial 9 + 1 + area code + 7 digit number.

Use speakerphone

Hit the Speaker button. Hang up handset if it is not on the hook.

View Call Log/Missed Call/Redial

Press LOG button. Either use the volume bar to move up and down throughout the calls, or press
1 for Received calls
2 for Dial calls or
3 for Lost calls

Use the Volume up down bar to move through list.

Press Hold button to call desired number.

Voicemail

Call directly to a station's Voicemail

Dial extension, immediately press MSG button.

Retrieve Voicemail

Hit MSG button twice. Enter password (default is phone extension) . Follow voice prompts.

Check Voicemail from outside phone line

Dial Main #, during the Call Attendant press # and extension and password.

Voicemail Command Cheat Sheet

- | | |
|------------------------|-------------------------------|
| 1 – Play new messages: | 2 – Play saved messages |
| 1 – Replay Message | 8 – Set Greeting or Password: |
| 2 – Next Message | 1 – Edit Greeting |
| 3 – Delete Message | 2 – Edit Password |
| 4 – Forward Message | |
| 6 – Skip Message | |

While Listening: * - Rewind, # - Fast Fwd



Call Transfers

Blind Transfer a call

Hit transfer button, dial extension (or press speed dial button). Hang up.

Supervised Transfer a call

Hit transfer button, dial extension. Speak to person on other end; hang up to send the call through. If they cannot take the call, pick the call back up on blinking line button.

Transfer a call to Voicemail

Hit transfer buttons, then MSG button, followed by extension (or press speed dial button), hang up.

Call Park

To Park an active call

While on call press one of the two park buttons on your phone or press transfer button and dial park location 601 thru 610.

To Retrieve Parked Call

Press active park button or dial code of location where call is parked, 601 thru 610.

Call Forward

Forward calls

Press Speaker button or lift handset. Press FWD softkey, select appropriate forward code and dial destination number.

To Remove – Press Speaker or lift handset. Press FWD softkey and press #.

Forward incoming calls directly to voice mail

Press DND button on phone.

Phone Directory

Look up employee or Speed dial number in directory

To look up a person's extension, press the speed button twice. Select 1 for internal number, 2 for station speed number, or 3 for system speed number. Use the volume bar to move up and down throughout the names or skip down to a name by selecting the key that corresponds with the first letter of their first name and then the number based on where that letter is on the phone key. (ex. To find someone named Dave, to skip down to the "D's" select the number 3 because that key has DEF listed and then select the number 1 because D is the first letter in that group.) Once the person you wanted to call is highlighted, press the Hold button.

To record a name in the directory

Dial 563 and press 1, follow prompt and record Name

Call Conference

Phone Conference

Establish 1st call (internal or external), press CONF softkey and establish 2nd call, press CONF softkey twice to conf all parties together.

Intercom

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Press Page button on phone, make announcement, hang up when finished.