



## iPECS UCP Basic Phone Training iPECS 1040i Phones

### PHONE BASICS:

#### **Answering a Call:**

- Pick up handset OR
- Press “speaker” button OR

#### **Making an External Call:**

- Pick up handset, or press “speaker” button
- Enter 8 for outside line
- Enter telephone number

#### **Making an Internal Call:**

- Pick up handset or press “speaker” button
- Enter extension number or press flex button

#### **End a Call:**

- Hang up handset OR
- Press “speaker” button OR
- Press “release” soft key

#### **Transfer Call – No Announce:**

- While on call press “trans” button
- Enter extension number/flex button
- Hang up

#### **Transfer Call – Announce:**

- While on call press “trans” button
- Enter extension number /flex button
- Talk to extension then hang up

#### **Transfer Call – Directly to Voicemail:**

- While on call press “trans” then “mailbox” button
- Enter extension number /flex button
- Hang up

#### **Pick Up a Call (ringing at another ext):**

- Dial \* 7 plus the extension #

#### **Pick Up a Group Call:**

- Press “PICKUP” soft key

#### **Hold:**

- Press “hold” key to place caller on hold
- Press flashing line to pick up call

#### **Redial – Call Log:**

- Press “log” soft key
- Use scroll circle up/down to review
- Highlight call then press “ok” button
- Lift handset OR leave on speaker

#### **ADDITIONAL FEATURES:**

- Lift handset and press “FWD” soft key
  - Dial 1 to forward all calls
  - Dial 2 to forward calls when busy
  - Dial 3 to forward calls when no answer
  - Dial 4 to forward calls when busy/no answer
- Dial destination extension number OR can dial 8 and then phone number to forward to outside number.
- Press OK button to save

#### **END Calls Forwarded:**

- Lift handset
- Press “FWD” soft key
- Press “#”

#### **Conference Call:**

- Call the first party, then press “CONF” soft key
- Enter the next extension or second party”
- Press “CONF” soft key to add next
- Repeat as needed to add additional
- Press “CONF” an additional time after all parties added

#### **Change Phone Ring Tone:**

- Press “Trans” button
- Dial 1 for ring selection
- Dial 1 for internal ring OR - Dial 2 for external ring
- Enter tone number 1 - 15
- Press “OK” button to save

#### **OTHER BUTTONS:**

##### **Program Flex Button:**

- Press “Trans” button
- Press a “Flex” button that is empty
- Enter extension # or phone number
- Press “OK” to save

##### **Volume Keys:**

- Adjust the volume of what is in use (ringing, speaker, or handset)

##### **Mute:**

- Pressing this button puts phone in mute status, press again to unmute

##### **Menu:**

- Press to enter optional settings for the phone (i.e. ring tone)

## **VOICE MAIL:**

### **Record:**

- Press "mailbox" button
- Enter password (default is extension number #####)
- Dial "8" for greeting & password
- Dial "1" for Greeting Prompt
  - Dial "5" to listen
  - Dial "7" to record new greeting
  - Enter greeting number 1-4

### **Change VM Greeting #:**

- Press "Trans" button then dial 560
- Enter greeting number 1-4
- Press "OK" button to save

### **Change Password:**

- Press "mailbox" button
- Enter password (default is extension number #####)
- Dial "8" for greeting & password
- Dial "2" for password to edit password
- Enter new password then "#"
- Enter new password again then "#"

### **Access Messages:**

- Press "mailbox" button
- Enter password
- Follow prompts to listen to messages
  - 1 Play new messages
  - 2 Play saved messages
  - While listening to messages:
    - 1 Replay Current Message
    - 2 Listen to Next Message
    - 3 Delete Message
    - 4 Forward Current Message
    - 5 to call Sender
    - 6 Skip Current Message
    - 9 Return to Main VM Menu

### **Access Messages - REMOTELY:**

- Dial 10 digit phone number
- Dial extension number
- When you hear your greeting press '#' button
- Enter extension number and password
- Follow prompts to listen to messages