

ZULTYS MX 250 Telephone & Voice Mail Quick Reference Guide

Telephone System Features

Answering a Call

When the phone rings, lift the handset.

Answering a Second Call

Put the first call on hold by pressing the **Hold** key and press the flashing line key to answer the second call.

Placing an Outside Call

Enter the phone number and press the **Send** key to place the call; or simply lift the handset after entering the phone number as an alternative to pressing **Send**.

Last Number Redial

Press the **Redial** key, scroll up or down w/the navigation keys to the phone number, press the **Redial** key a second time and the number is automatically re-dialed.

Transferring a Call

While on a call, press the **Transfer** key, dial the desired extension number, press the **Transfer** key and hang up.

Transferring a Caller Directly To Voice Mail

While on a call, press the **Transfer** key, dial ***86** plus the desired extension number, press the **Transfer** key and hang up.

Call Park

While on a call, press the **Park** softkey. The system will automatically park the call in a 1-digit zone (1 to 9). Check your display for the zone.

Retrieving A Parked Call

Press the flashing **Park 1** or **Park 2** key; or press the **Pickup** softkey, enter the 1-digit park zone, and press the **Send** key; or, enter ***77** plus the 1-digit park zone and the **Send** key to retrieve the call.

Note: You may see a flashing light on the Park 1 or Park 2 keys. Please ignore unless they're announced for you.

Conference Call

Place or answer your first call. Press the **Conference** key. Place or answer your second call. After the second call has been answered, press the **Conference** key to establish the conference.

Please note: You must record your name and mailbox greeting to be recognized in the spell by name directory.

Voice Mail System Features

Initializing Your Mailbox

Press the **Message** key and dial your temporary access code followed by the **#** key. Follow the prompts for your new mailbox setup. When prompted:

- Change your password (if desired);
- Record your name;
- Record your greeting;
- Activate your greeting.

To activate your greeting, enter the following sequence on your keypad from the main menu in your mailbox:

- Press **4**; then press **2**; then press **4**; then press **1** to activate Greeting # 1. You can record up to 4 greetings in your mailbox.

Accessing Your Mailbox

From Your Phone

Press the **Message** key, enter your password plus **#**.

From Another Phone In The Office

Press the **Message** key. When the system answers, press * and enter your mailbox number plus the **#** key; and your password plus the **#** key.

From Outside Of The Office

Dial your main phone number or backdoor voice mail number. When the voice mail system answers, press the "**#**" key and enter your mailbox number plus the **#** key; and your password plus the **#** key.

MAIN MENU	MESSAGE REVIEW MENU
1 Review messages	0 Play message, no header
2 Scan messages	1 Repeat message & header
3 Send a message	2 Save current message
4 Personal options	3 Erase current message
1 Change password	4 Reply with new message
* Return to main menu	5 Forward to another user
2 Record name or greetings	6 Play previous message
1 Record name	# Play next message
2 Record a greeting	7 Rewind 3 seconds
3 Play name & greetings	8 Pause current message
4 Activate a greeting	9 Fast forward 3 seconds
* Return to main menu	## End review of messages

Voice Mail Tips:

- 1) To bypass the date & time stamp, press **0**.
- 2) To skip to the next message, press **#**.
- 3) To bypass a user's greeting, press **1**.

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The following instructions provide multiple ways to deal w/call handling tasks. This is not an itemized, step-by-step process. The numbering under each task simply illustrates some different ways to handle each task.

Answer (when your phone is ringing)

- 1 - Lift the handset.
- 2 - Press the **Enter** key.
- 3 - Right click in the active call & select **Answer**.
- 4 - Click Answer in the Outlook screen pop.

Transfer

- 1 - Press the "T" key on your keyboard and enter the desired extension number and select **Transfer**.
- 2 - Press the "T" icon in the active call, enter the desired extension number and select **Transfer**.
- 3 - Right click in the active call, enter the desired extension number and select **Transfer**.
- 4 - Left click on the active call and **drag & drop** it on the desired person in your Buddy List.
- 5 - To transfer a caller directly to someone's voice mail, right click in the active call, select **Send To User Voice Mail**, enter the extension number and click **Transfer**.

Park

- 1 - Press the "P" key on your keyboard and observe the Park window that pops w/the park zone.
- 2 - Press the "P" icon in the active call and observe the Park window that pops w/the park zone.
- 3 - Right click in the active call, select **Park** and observe the Park window that pops w/the park zone.

Placing a Call

- 1 - From your Call Log - click on the **Call Log** icon, **scroll** to the call record, right click, select **Call** and press **Enter**.
- 2 - Hotkey CTRL-F12 - highlight a phone number and press **CTRL-F12**, and the system will dial the number.
- 3 - From Visual Voice Mail - right click on the message and select **Callback**.
- 4 - From the Phone icon - click on the **Phone icon** and either enter a phone number, **scroll** through the **drop-down list**, or click on the **Address Book** link.
- 5 - Address Book - click on the **Address Book** icon, right click on the contact, hover on **Make a Call**, and click on the number you wish to dial.

Hold

- 1 - Press the "H" key on your keyboard. To retrieve, click on the **solid triangle**.
- 2 - Press the **hand icon** in the active call. To retrieve, click on the **solid triangle**.
- 3 - Right click in the active call and select the **hand icon**. To retrieve, click on the **solid triangle**.

Recording Calls (if you have the permission built in your user profile)

- 1 - Press the **record icon** in the active call. The icon will turn **red** to indicate that you are recording.
- 2 - Right click in the active call and select **Record and Save Call**.

Buddy List

- 1 - To add a buddy, click on the **Address Book** icon or go to View / Address Book. Right click on the contact and select **Buddy**.

Retrieve a Call From Voice Mail

- 1 - To retrieve an active call from your voice mail while they're leaving you a message. To do this, right click on the active call and select **Retrieve Call**. Your phone will ring. When you answer it, you will have the caller.
- 2 - You can also do this on your phone. When someone is leaving you a message, your Voice Mail key will flash. To retrieve the caller from your voice mail, simply press your flashing **Voice Mail** key.

Callback From Voice Mail

- 1 - To return a call from Visual Voice Mail, right click on the message and select **Callback**. Then click **Call**.
- 2 - You can also return a call by dialing **44** while listening to the message. This feature is disabled by default to prevent toll fraud abuse, and can be enabled upon request.