

Intermedia Unite Unified Communications Platform Telephone & Voice Mail Quick Reference Guide

Telephone System Features

Answering a Call

When the phone rings, lift the handset. To answer a 2nd call, use **Auto Hold** by pressing the flashing **Line** key of the 2nd call, & automatically place your first call on hold.

If you have Find-Me / Follow-Me Forwarding enabled, the call will route based on your settings. For example, your desk and cell phone will ring simultaneously.

Placing an Outside Call

Enter the extension or phone number and press the **#** or **Send** key to place the call; or simply lift the handset after entering the phone number as an alternative to pressing **Send**. If you were dialing 9, it is no longer needed.

Redial

Press the **Redial** key, scroll down or up to the phone number, and press the **Redial** key a second time. You can also press the Up arrow to access the Call Log, scroll down or up, and press the **#** or **Send** key.

Transferring a Call

While on a call, press the **Transfer** key, dial the desired extension number (plus the **#** key) or outside 10-digit phone number. Press **Transfer** a 2nd time and hang up.

Transferring a Caller Directly to Voice Mail

While on a call, press **Transfer**, then * plus the desired extension, press **Transfer** a 2nd time and hang up.

Call Park

While on a call, press **#7** and **listen** for the park zone before hanging up. The system will **automatically** park the call in the first available "park zone" (980 – 989). **980** is the first zone. The system will announce the zone in your handset or speaker and display it on your LCD display as a text message.

Retrieving a Parked Call

Enter the 3-digit park zone (plus the **#** or **Send** key) on any phone to retrieve the call.

Call Pickup

For directed, enter ***95 plus extension number**, or enter ***96** for a general group pickup for any ringing phone.

Handsfree Intercom Voice Announce

Dial ***90** plus the desired extension number. You will hear one ring then a beep tone and can begin talking. The

called extension can respond handsfree or lift the handset to take the call. If the called extension is on another call, you will continue to hear ringing.

Voice Mail System Features

Initializing Your Mailbox

Press the **Message** key and enter your temporary PIN that was emailed to you (_ _ _ _ _) plus the **#** key. Follow the prompts for your new mailbox setup. Press 3 for Personal Options to:

- Record your greeting
- Change your PIN

Accessing Your Voice Mailbox

From Your Phone

Press the **Message** key and enter your **PIN** and **#** key.

From Outside of the Office

Dial your personal **DID number**. When you hear your voice mail greeting, press * and follow the prompts.

From Email

If you have enabled email notification, you will receive an email with each message, transcribed to text along with an mp3 file attached. You have the option to leave the actual voice mail message in your voice mailbox on the cloud server or delete it when the email is sent.

Voice Mail Menu Choices

1 - Listen to New Voicemail

- 1 - Replay Message
- 2 - Delete Message
- 3 - Save as 'New' Message
- 4 - Skip Message
- 5 - Callback the sender of a VM
- # - Skip Envelope (message) details

2 - Listen to Old (Saved) Voicemail

- 1 - Replay Message
- 2 - Delete Message
- 3 - Save as 'New' Message
- 4 - Skip Message
- 5 - Callback the sender of a VM
- # - Skip Envelope (message) details

3 - Personal Options

- 1 - Record VM greeting
- 2 - Change PIN
- * - Return to previous menu

Notes:



Intermedia Unite Unified Communications Platform

1. To download the Intermedia Unite desktop app, go to www.intermedia.net/unite-get-started.
2. To download the Unite smartphone app for iPhone or Android, search "Intermedia Unite" in the App or Google Play Store.
3. Enter your email address and refer to the temporary alpha-numeric Password that was emailed to you for your Unite login.