

Using Your New Phones

Your new Aeneas phone consists of "soft" buttons and "hard" programmed buttons. The "soft" buttons are the four buttons just below the phone's display screen. Their function changes depending on the state of the call or phone. The bottom of the display screen tells you the current function of each button. "Hard" button functions do not change.

Making a Call

Enter the extension or phone number you wish to call and press the **dial** soft button.

Speaker Phone Mode - Press the **speaker** hard button at any time during a call to use speaker phone mode. To end speaker phone mode, press the button again.

Redial - Press the soft button labeled **Redial**.

- The phone will display the last 60 numbers called.
- Use the selector arrow button to select the number you want to call.
- To make the call, press **dial**.

Incoming Calls

Lift the receiver or press the **speaker** button to answer the call. The display screen will show the caller ID name and number of an incoming call if available.

- Two soft buttons will appear when receiving an incoming call.
- Pressing the soft button labeled **Answer** will allow you to answer the call.
- Pressing the soft button labeled **Ignore** will send the call to your voicemail.

Do Not Disturb - DND prevents incoming calls from ringing on your phone. Depending on your settings, calls can be sent directly to your voicemail, to the next phone in your hunt group, or simply ignored.

- Press the soft button labeled **DND** to prevent incoming calls.
- Press **DND** again to release the feature.

Call Pickup

If you want to answer another phone within your call pick up group, lift your receiver and press *11 or the pre-programmed button labeled **Pickup** while the other phone is ringing.

Speed Dial

- Press the **menu** hard button and select **Option 2: Speed Dial**.
- Choose the Speed Dial number (2-9) you want to use and select **edit**.
- Enter the phone number as you would normally dial it and select **ok** to save.
- You can now dial by pressing the speed dial number and the **dial** soft button.



Using the Directory

Your phone allows you store up to 100 phone numbers in an easy access directory. When not in a call, you can enter the directory by pressing the **dir** soft button.

Add Numbers to Your Directory

- Press the **Add** soft button.
- Enter a name using the number pad. When you press a number, you can then scroll through the letters associated with that number using the selector arrows. Press **0** to create a space.
- Enter phone number the way you would normally dial the number (ex. if it's a long distance number, be sure to include the 1).
- Press the **save** soft button.

Make a Call From the Directory

Phone numbers are stored in alphabetical order. To find the number you wish to call, you can scroll through your list or use the search option to enter a keyword such as a last name. Once you've selected the correct number, press the **dial** button.

Viewing the Call Log

Use this feature to view a call log of received, missed, and dialed calls made from your phone.

- Select the **menu** hard button.
- Use the selector arrows to select call history.
- Use the soft buttons to select **Redial**, **Answered**, or **Missed**. (Redial is calls you have made.)
- The first call displayed will be the most recent call in that category.
- You may navigate through the call list by using the arrow buttons.
- Press **dial** to make the call.

Transferring a Call

- Use this feature to transfer a call to another extension or even to an outside line.
- While you're on a call, press the **bxfer** soft button for blind transfer.
- Enter the extension or number you want to transfer to as if you were calling that number.
- Press **dial**.

Attended Transfer

- Use this feature to speak with the person you're handing a call to.
- Press the **xfer** soft button. The caller will automatically be put on hold.
- Dial the inside extension or outside number you want to transfer to. You can now speak with the person you are making the transfer to.
- When you're ready to complete the transfer, press **xfer** again.

Placing a Call On Hold

- Press the **hold** hard button.
- If you need to make another call, you can hang up and dial your second call normally. Your first call will stay on hold until you hit the **hold** button again.

Many other features are included standard with your Aeneas Phone System. Contact your administrator or visit our website myphone.aeneas.com for more settings.

VOICEMAIL

ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers. When you have one or more unheard voice messages waiting, your phone will display a solid red light on the top.

FROM YOUR OWN PHONE:

- Press the Voicemail button or dial *98.
- Enter your voicemail password + #.
- If you have new messages, they will be identified.

After hearing any new messages, you will be presented with the Voicemail Main Menu	Skip Message	9
	Reply to Message	4
	Delete	3
	Mark as New	2
	Send a Copy	5
	Repeat Message	1
	Pause/Resume	8
	Back to Menu	*
	Next Message	#

FROM ANOTHER PHONE:

- From an external phone either:
 1. Dial the voicemail access number specified by your your Administrator.
 2. Dial your company's main telephone number and press # (if your company has configured it this way)
- When prompted, enter your 10 digit number.
- When prompted, enter your voicemail password + #.

FROM THE WEB

My Phone CommPortal is Aeneas's next-generation customer interface, delivering network-based services and configuration capabilities via the web. My Phone CommPortal allows Aeneas customers to access and manage their individual telephony services, enabling customization of call features, access to contacts and missed calls, visual voicemail, and more. [Login to http://myphone.aeneas.com](http://myphone.aeneas.com).

Parking a Call

- Check your screen to locate your **Park** buttons. Available **Park** buttons are green.
- Press any green lit **Park** button during a call.
- The green button will switch to flashing red when a call is parked.
- All other phones on the network will flash red. Anyone on the network can pick up the call.

Conferencing a Call

- Press the **conf** soft button at any time. This will put your first call on hold, so you should make sure the person you're calling knows you are conferencing them.
- Enter the second number. Press the **dial** soft button.
- Press the **conf** button again when you're ready to join the calls. Now everyone you're connected to should be able to hear and speak to each other.
- To leave a conference, simply hang up.

Note: If the conference originator leaves the conference, the other participants will be disconnected from the call.

Forwarding a Call

- Press the **c fwd** soft key.
- Enter the number or extension you are forwarding to exactly as you would call that number. Press **dial**.
- The **c fwd** button on your screen will be dark, showing you that call forward is on and all calls are being forwarded. Login to myphone.aeneas.com for more call forwarding options.

Note: If applicable, long distance charges may apply.

CHANGING YOUR VOICEMAIL PASSWORD

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

RECORDING YOUR PERSONAL GREETING

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.