T40 Basics

- **1**: **Mute Key: Will mute the audio sent to the caller from your extension. Press again to un-mute.**

- **2**: **Headset: Press this button to toggle between using the handset and headset. If it is green, it is set for headset mode.**

- **3a**: **Message Key: Press this key to access your voicemail. You will be prompted to enter your voicemail PIN.**

- **3b**: **Voicemail notification: This light will flash red if you have a new voicemail.**

- **4**: **Redial: Will bring up previously placed calls. Scroll to the call that you want to place again and press the Redial key again. To redial to most recent call, press this key twice.**

- **5**: **Speaker: Press this key to answer a call directly to speakerphone. Or while using your handset on a call and you wish to move to speakerphone, press the speaker key and put the handset back on the phone.**

Other Buttons

- **History: Press the button below to display call history.**

- **3CX P...(Phone book): This displays all of the extensions on the system and any contacts that are shared between the phones. Scroll through or search and press Send to call that contact.**

- **DND: Sets phone to Do Not Disturb. By default this will send all calls directly to voicemail.**

Common Functions

- **Answer a call: Pick up the handset, press the speaker key, or press answer.**

- **End a call: Place the handset back on the base or press End.**

- **Transfer a call: While on a call, press the BLF (speed dial key) that you want to transfer the call to and hang up.**

- **Transfer a call to voicemail: To transfer somebody directly to voicemail, press the <u>TRANSFER</u> key, *4, and press their BLF (or enter their 3-digit extension).** *Be aware that there is a timeout after entering the (*4), so it is best practice to know the extension number or location of the BLF key prior to beginning the transfer.*

- **Answer calls from another phone: Press the BLF key of the ringing phone. It will be flashing red.**

- **Conference Calls - 3 Total Users: Make one of the calls. Once connected, press the conference key and make your second call. Once that call is connected, press the conference key again.**

- **Conference Calls with more than three users (using the conference bridge): Dial 700. The system will prompt you for the conference ID. Enter a number of your choice, *, and the Conference Bridge PIN, and press #. Follow the prompts to create the new conference. External callers need to be notified of the conference ID and transferred to ext.700. The conference ID will be automatically generated if the conference is created using the desktop client.**

- **Voicemail:**
  - **Retrieving messages: When you have a voicemail, the indicator light will be flashing and there will be an envelope at the top of the display. Press the Message key and enter your PIN. Press * to play.**

  - **Leave an internal message for extension: Press *4 and press the BLF (or enter the 3-digit extension number). This will not ring the person's phone. This can also be done for your own extension to leave yourself a voicemail reminder.**

  - **Delete voicemail: Press the Message key and enter your PIN. Press * to play the new message. Press 3 to delete then press * to confirm.**

  - **Record your mailbox greeting: Press the Message key and enter your PIN. Press 9 for options. Press 8 for your personal greeting. Follow the prompts.**

  - **Record your Self Identification Message. Your name. (Required for Dial by Name Directory): Press the Message key and enter your PIN. Press 9 for options. Press 5 for Self-Identification message. Follow the prompts. Record you first and last name.**

  - **Change your voicemail PIN: Press the Message key and enter your PIN. Press 9 for options. Follow the prompts.**