

## T54W Basics



### 1: Missed call notification:

A red check/arrow will show the number of new missed calls. Press the history key (7), followed by the Back key to dismiss.

### 2: Voicemail Notification:

A yellow envelope will display the number of new voicemails. The indicator light at the top of the phone will flash red if you have a voicemail.

### 3: SP (Shared Park) Keys:

Shared Park Keys are a global hold for the phone system. When a call is transferred to an available Park Key the light will change from green to red on all of the phones and the caller is placed on hold. That call can then be picked up from any phone by pressing that same Park Key. To place a call on park, press an available park key that is green while on a call. To pick up a parked call, press the red key that the call is parked on.

### 4: Line Keys:

Line keys allow for easy use of multiple lines on your same extension. The light will be green to show which Line key you are currently using. The light will be flashing green if that call is on Hold on your phone. This is different than Park. Using the hold key or switching between your two line keys places the call on hold on your phone. This can only be picked up by pressing the line key that is flashing green.

### 5: BLFs (also called Speed Dial Keys):

Press the button to call or transfer a caller to that extension. The BLF will flash red if that extension is receiving a call and will be solid red if they are on a call.

### 6: BLF Page:

This phone can have up to three pages of buttons. This button is used to cycle through the screens. The number indicates what page number is currently displayed.

### 7: History:

Press the button below to display call history. The arrow keys on the phone can be used to navigate.

### 8: PBook (Directory):

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.

### 9: DND (Do Not Disturb):

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



**1: Headset:**

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

**2: Message Key:**

Press this key to access your voicemail. You will be prompted to enter your voicemail PIN.

**3: Redial:**

Will bring up previously placed calls. Scroll to the call that you want to place again and press the Redial key again.

**4: Volume:**

Use the - and + to adjust the phone's volume. To adjust the volume for the handset, pick up the handset and set to the desired level.

**5: Mute Key:**

Will mute the audio sent to the caller from your extension. Press again to un-mute.

**6: Hold:**

Will place a caller on hold on your extension. Can only be picked up from the same extension.

**7: Transfer:**

While on a call press the transfer key followed by the destination to transfer the call. If transferring to an extension that is also a BLF on the phone, there is no need for this key, you can simply press their BLF.

**8: 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.

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Any questions?

Please call 260-482-2844 or email [voicesupport@atgfw.com](mailto:voicesupport@atgfw.com)



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## Common Functions

- **Answer a call:** Pick up the handset, press the speaker key, or press answer.
- **Answer calls from another phone:** Press the BLF key of the ringing phone. It will be flashing red.
- **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. Or press Transfer followed by the extension then hang up.
- **Transfer a call to voicemail:** Press the **TRANSFER** key, \*4, then press their BLF (or enter their 3 or 4 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.*
- **Conference Calls - 3 Total Users:** Connect to one of the other parties. Once connected, press the conference key and make your second call. Once that second call is connected, press the conference key again to combine the two.
- **Conference Calls with more than three users (using the conference bridge):** Dial 700 (or 7000 if system is 4 digit extensions). The system will prompt you for the conference ID. Enter a number of your choice, press \*, enter the Conference Bridge PIN, then press #. Follow the prompts to create the new conference. External callers need to be notified of the conference ID and transferred to extension 700/7000 or call the direct phone number for the conference bridge (if applicable). The conference ID will be automatically generated if the conference is created using the computer portion of the system.

### Voicemail:

- **Retrieving messages:** If there is a new unheard message, the indicator light at the top of the phone 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.
  - **Delete voicemail:** While listening or after listening to a message, press 3 to delete then press \* to confirm.
  - **Leave an internal message for extension:** Press \*4 and press the BLF (or enter the 3 or 4 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.
  - **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. (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.
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