

T85W Basics



1: Messages:

Press this key to access your voicemail. You will be prompted to enter your voicemail PIN followed by the # key.

2: Headset:

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

3: Mute:

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

4: Pages:

Allows you to flip between pages on your phone's screen. This is primarily used to reach additional BLFs on your phone.

5: Volume:

Use the - and + to adjust the phone's volume.

6: Hold:

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

7: Transfer:

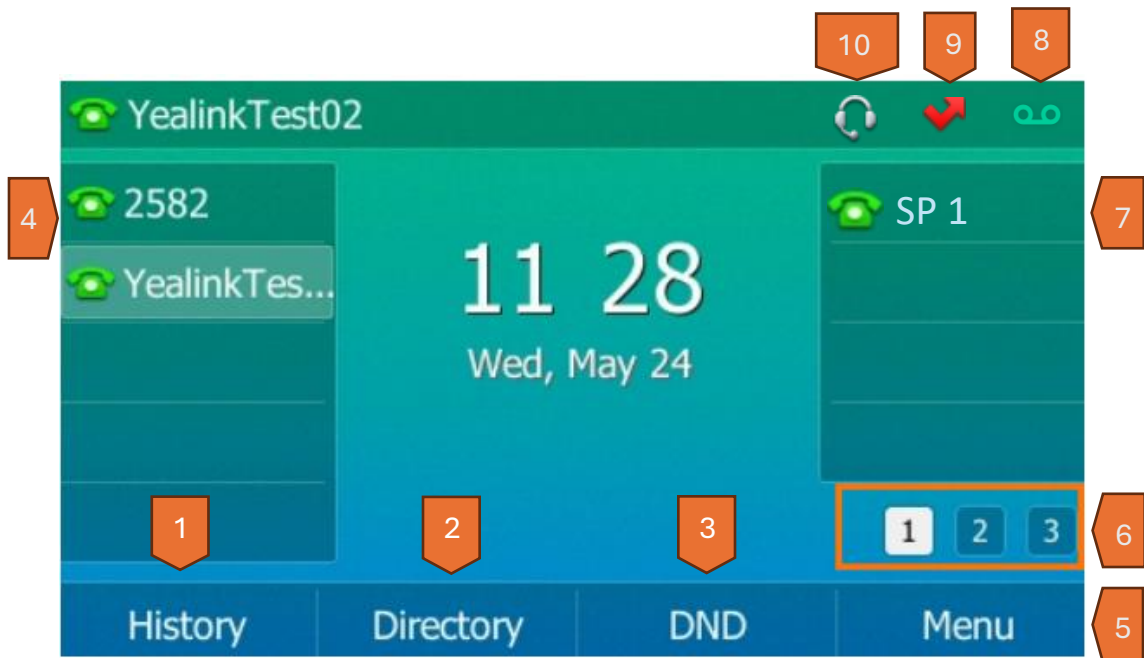
While on a call press the transfer key followed by the destination to transfer the call. If transferring to an extension that is also a BLF on the phone, there is no need for this key, you can simply press their BLF.

8: Redial:

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

9: Speaker:

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



1: History:

Shows recent calls. Can view specific categories (Missed, Placed, Received)

2: Phone Book (Directory):

This displays all 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.

3: DND:

Press this to put your phone into Do not Disturb Mode and prevent calls from coming through.

4: 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.

5: Menu:

Allows you to access the main menu, which houses settings, phone status, and more

6: Pages:

Use this key to switch between pages on your phone. Most often, this will be used to display additional BLFs or Shared Park keys.

7: 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 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.

8: Voicemail Notification:

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

9: Missed call notification:

A red check/arrow will show the number of new missed calls. Press the history key, followed by the Home key in the top left to dismiss.

10: Bluetooth Headset:

This icon will display if there is a Bluetooth headset connected



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. The button with the handset icon on the wireless handset can also be used to end a call.
- **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 extension). Be aware that there is a timeout after entering *4, so it is best practice to know the extension number or location of the BLF key prior to beginning the transfer. Once pressing Transfer, and *4, "Dsskey" will show in the top left and can be used to show all buttons.
- **Conference Calls - 3 Total Users:** While connected with one of the callers, press "Invite" and make your second call.
- **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.
- **Touchscreen:** This phone allows you to tap the screen to make selections instead of using the physical button.

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

Questions?

Please call 260-482-2844 or email support@atgfw.com
