

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. The **"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 10 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 **Xfer** will allow you to transfer the call to another extension without answering it. 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 or 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 the soft button labeled **Pickup** while the other phone is ringing. You will be able to view caller ID information for the picked up call.

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**. (Redialed are calls you 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 soft button for blind transfer (**bxfer**).
- Enter the extension or number you want to transfer to exactly 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 you're speaking to 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

Logging In to the Voicemail System From Your Phone

Press the **Voicemail** hard button on your phone.

The system will ask you for your password. By default, the voice mail password is 1234. It is strongly recommended that you change your password when logging in for the first time. After you've logged in, you will be told how many new and saved messages you have.

Accessing Your Voice Mail From Another Phone

When on another phone within the AeneasPBX system you may dial *98 to access your voice mail. When calling from another phone, you must enter your mailbox number (the 3 or 4 digit extension you receive calls on) before your password.

Changing Folders

- Change the mailbox folder you are in by pressing **2**.
- Pressing **0** after you've selected "change folders" brings you to the New Messages folder.
- Pressing **1** takes you to the Old Messages folder.

Parking a Call

- Check your screen to find out where your **Park** buttons are located. 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 also 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've connected 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 **cfwd** soft key
- Enter the number or extension you are forwarding to exactly as you would call that number.
- Press **dial**.
- The **cfwd** 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.

Listening to Messages

When you have a new voicemail message, the message light on your phone will blink.

After logging in to your mailbox, follow the recorded directions to listen to your new messages.

After you hear a message, you will be given a list of options.

- **4** changes you to the previous message
- **8** forwards the message to another user
- **6** moves to the next message
- **9** saves the message to a separate folder
- **7** deletes the message

When you hang up, undeleted messages you've listened to are saved in the Old Messages folder.

Changing the Default Recordings and Password

- Press **0** after log in to reach the setup menu.
- Option **1** records your away message for when your phone rings but no one answers it.
- Option **2** records your busy message for when you are on the phone.
- Option **3** allows you to record your name. Your name recording is used for the default busy and away messages as well as the company directory if you are set up with one.
- Option **4** is a temporary greeting used when you will be away for a longer amount of time, such as a vacation, so you do not have to record over your normal messages.
- Option **5** allows you to change your password. It is strongly recommended that you change your password the first time you log in to the mailbox.