

and blinking. To end the current call, press the green backlit Line key.

Accessing Your Voicemail Remotely

You may access your voicemail from anywhere by dialing your company's main number and then choosing your extension, or by dialing your private DID number. Your own extension will ring until your voicemail message picks up. When you hear your own greeting, press the '*' key and you will be prompted to enter your password followed by the '#' key. Once this is entered, you will have access to the voicemail system just as if you were sitting at your own desk.

SPEED DIAL

Allows you to assign your most frequently called numbers to a button on your phone.

TO PROGRAM A SPEED DIAL

The Speed Dial buttons on your phone are programmed by your system administrator or service provider. Please send a request to support@razorline.com and provide the numbers you would like to speed dial.

Once a Speed Dial number is programmed it becomes a softkey function that can be found by using the up/down arrows.

ANSWER A SECOND CALL

To answer a second call and switch between the two calls...

Press the red blinking Line key *twice* or press the red blinking Line key and press the **Resume** soft key. The first call is automatically put on hold and will be red

WEB PORTAL

Baton Rouge web address:

<http://portalbr.razorline.com/webportal>

New Orleans web address:

<http://portalno.razorline.com/webportal>



For Technical Support please email support@razorline.com or call 877-733-1700

3525 N. Causeway Blvd.

Suite 500

Metairie, La. 70002

504-274-1711

5555 Hilton Ave.

Suite 605

Baton Rouge, La. 70808

225-214-4400

Quick Reference Card

For

Swissvoice IP Phone

TRANSFER

To transfer a call to another party:
Inform the caller of the transfer. Press the 'Trnsfr' soft key on your phone. The original party will hear 'on hold' music. Dial the four digit extension you wish to transfer to or '9' and the outside line. When the party answers the call, announce the transfer and do one of the following:

- Hang up and let the call transfer.
- Press the line button which has the held call to cancel the transfer and return to the holding party.

If the called party does not answer, you can do one of the following:

- Press the line button which has the held call to cancel the transfer and return to the holding party, or
- Hang up and let the call transfer to the called party's voice mail.

CALL FORWARD

To forward your calls to another extension or an outside line (such as a cellular phone):

Use the scroll keys to select the "**Forwr**" softkey and press the **OK** button.

Enter the number to which you want to forward all your calls. Be sure to enter the number exactly as you would if you were to call that number. Include the dial "9" for an outside line and the area code, if necessary. The display shows the number as it is entered.

Make sure the "End Call" softkey is highlighted and press OK.

To remove call forward use the up/down arrows to select the "**Forwr**" softkey, make

sure "End Call" is highlighted and press the "**OK**" button.

**This feature is not to be confused with the Find-me Follow-me feature in Webportal.

HOLD

During a conversation, press the **HOLD** button, which is a softkey that can be found using the up and down arrows. The party will hear music or a recorded announcement. To resume the conversation, press the 'RESUME' softkey.

CONFERENCING

To place a conference call while speaking with one party:

1. Inform them of the conference.
2. Use the scroll buttons to highlight the **Confr** softkey and press **OK** to select it. You may dial an internal four digit extension or '9' and an external number.
3. When the person answers, inform the party about the conference and then press the scroll button to highlight the **Confr** softkey. Press **OK** to add that party into the conference call. Repeat steps 1-3 to add additional parties to the conference.

To end the conference call, simply hang up. The originator of the call may hang up at any time and the other parties involved in the call are still connected. Their connection will not terminate until they physically hang up their handsets.

MUTE

Press and hold the **Mute (*)** button for 3 seconds to turn off the microphone during a

conversation. Press and hold the **Mute** button again to turn the microphone back on.

VOICEMAIL

Press the F4 key or dial ***09** to access your voice mail system. Enter your password. The default password for your voicemail is your four digit extension. Press the '#' key.

If there is a message waiting it will play immediately, otherwise you will be prompted to enter a number corresponding with one of the following options:

- 1-Listen to Inbox messages
- 2-Listen to Saved messages
- 3- Change your password
- 4-Listen to your pre-recorded greetings
- 5-Record your voicemail greetings
- 6-To access personal distribution groups
- 7-To compose a message
- 8-To hear or change your customized operator assistance

Once you make a selection, you will be prompted step by step through the process.

While listening to messages, the following commands may be helpful:

'#' skips through the prerecorded announcement to the message

- 7-skips backward in 5 second increments
- 9-skips forward in 5 second increments
- 99-skips to the end of the message
- 77-rewinds to the beginning of the message
- 8-pauses the play of a message
- 5-saves a message
- 4-deletes a message