T48U CHEAT SHEET

BUTTONS

- Touchscreen/ Options
 - Place Call on Hold
 - Transfer Call
 - Mute Call

- - Check Voicemail
 - Redial Last Number
 - Handsfree/ Speaker
 - Headset

NEED HELP? CONTACT US TODAY!

- https://pfeiffertechsupport.freshdesk.com
- techsupport@pfeiffer.edu
- 704-463-3002

https://phone.pfeiffer.edu

Pfeiffer

Voicemail/ Missed Call



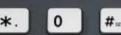






User is Free





HD













FEATURE CODES

SHORTCUTS TO HELP YOUR AND YOUR CUSTOMERS' CALLING EXPERIENCES.

A list of feature codes:

- *1 Start Recording
- *2 Pause Recording
- *3 Resume Recording
- *35 Call Pickup
- *36 Group Pickup
- *72 Call Forward Enable
- *73 Call Forward Disable
- *78 Do Not Disturb Enable
- *79 Do Not Disturb Disable
- 5001 Call Voicemail



- VOICEMAIL

ALLOWS OTHERS TO LEAVE YOU A MESSAGE WHEN YOU ARE UNAVAILABLE TO ANSWER THE PHONE.

Accessing voicemail from your office:

- 1. Dial 5001 on your telephone.
- 2. When asked for your password, enter it followed by #.
- 3. Follow the prompts below to access your messages:
 - Press 1 for new messages
 - Press 2 for old messages
- 4. After message playback, select from the following:
 - Press 1 to save message
 - Press 2 to repeat message
 - Press 3 to forward message
 - Press 4 to delete message
 - Press 5 for next message

Accessing voicemail remotely:

- 1. Call your extension from any other telephone.
- 2. Dial * when your voicemail begins.
- 3. When asked for your password, enter it followed by #.
- 4. Follow the prompts from the section above.

→ VOICEMAIL PERSONAL GREETING

SET UP YOUR PERSONAL GREETING FOR WHEN YOU ARE UNAVAILABLE AND SOMEONE WANTS TO LEAVE YOU A MESSAGE.

To use this service:

- 1. Lift the handset and listen for the dial tone.
- 2. Press 5001. This will connect you to your Voicemail.
- 3. Enter your password.
- 4. Press 6 to access greetings.
- 5. Press 1 to record your personal greeting.

To edit your personal greeting:

- 1. Repeat steps 1-4.
- 2. Press 3 to erase your previous message.
- 3. Press 1 to record a new message.

CALL FORWARDING

INCOMING CALLS WILL BE SENT TO ANOTHER NUMBER.

To turn on call forwarding:

- 1. Lift the handset and listen for the dial tone.
- 2. Press *72, followed by the number you wish your calls to be forwarded to, followed by #.
- 3. When the phone is answered, call forwarding has been activated.

To turn off call forwarding:

- 1. Lift the handset and listen for the dial tone.
- 2. Press *73.
- Listen for the confirmation tone, then hang up. Call forwarding has now been turned off, and your phone will ring as usual.

© CALL TRANSFERRING

TRANSFER CALLS TO ANOTHER EXTENSION OR PHONE NUMBER.

To perform a blind transfer:

- 1. While on the phone, press the "TRAN" button.
- 2. Dial the extension or phone number you'd like to transfer the call to.
- 3. Press the "TRAN" button again and hang up the phone.

To perform an attended transfer:

- 1. Repeat Step 1 above.
- 2. Dial the extension or phone number you'd like to transfer the call to.
- 3. Phone will begin ringing after a few seconds. Wait for the person to answer, and explain the situation (i.e. "Joe Jones called for you. I will transfer him to you now.").
- 4. Press the "TRAN" button again and hang up the phone.

To transfer a call directly to voicemail:

- 1. Repeat Step 1 above.
- 2. Dial 03 followed by the extension whose voicemail you'd like to transfer the call to (i.e. 03101 to transfer to the voicemail of extension 101).
- 3. Press the "TRAN" button again and hang up the phone.