












T48U CHEAT SHEET

Pfeiffer
UNIVERSITY

BUTTONS

- | | | | |
|---|-------------------------|---|-----------------------|
|  | Touchscreen/
Options |  | Check
Voicemail |
|  | Place Call on
Hold |  | Redial Last
Number |
|  | Transfer
Call |  | Handsfree/
Speaker |
|  | Mute
Call |  | Headset |

NEED HELP? CONTACT US TODAY!

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

<https://phone.pfeiffer.edu>





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.
3. 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.