

# Broadworks Cisco Hosted Phone Instructions

Phones remain 4 digit extensions-each phone has its own number

**Voicemail has changed. If you have Voicemail you must re-set using instructions on second page**

**You no longer need to dial a "8 or a 9" to get an outside line**

## Caller ID:

Caller ID has two parts:

**Internal Calls** Show your phone line's identification. This will indicate what phone is being used when calling within the company's phone system. This can be changed through your authorized phone administrator or by emailing [bizinstall@kpunet.net](mailto:bizinstall@kpunet.net) to request the change.

**Outside Calls** show a phone number and/or the Caller ID you requested In this case it should be your main number. The external Caller ID number and name can be changed. (The ability to see a name and/or a phone number depends on the cell phone system or caller ID system a business or home has activated.)

## Transfer:

### Attended Transfer

1. While in an active call press the "Transfer" key (caller will be placed on hold)
2. Enter extension you wish to transfer to and press # or wait 4 seconds
3. Notify receiver
4. Press "Transfer" to send call or "end call" to talk to customer.

### Blind Transfer

1. While in an active call press the "Transfer" key (caller will be placed on hold)
2. Enter extension you wish to transfer to and Transfer or hang up the phone

### To Transfer to Voicemail

1. Press TfrVm soft key programmed on phone
2. Enter 4 digit extension you wish to transfer call to
3. Press # key or wait 4 seconds for call to transfer

## Call Forwarding:

1. Press the "CFA" button
2. Enter the number you would like your phone forwarded too
3. Press the # key

All calls coming directly to your extension will be forwarded to the selected button. When this feature is active, you will see the "CFA" and the destination phone number on the screen.

## Three Way Conference Calls:

1. While in an active call, press "more" and then the "Conf" key
2. Enter the complete phone number or extension of third party. You can press "Send" to signal the end of the phone number or extension.
3. When the call is connected,press "more" and then the "Conf" key again. All parties are connected in a three-way call.
4. **NOTE:** If either of the two other parties hangs up, your call with the remaining party is intact. If you started a conference call with three or more other parties, the other parties are disconnected when you hang up.

## Speakerphone:

To use your speakerphone, press the megaphone button on the lower right side of the phone. To mute it while you are on speakerphone, press the button left of the megaphone (the one that has the microphone with a line through it.)

## Enhanced Package:

### Voicemail:

#### **Setting up a Voicemail**

1. Click the "Message" button on your phone
2. Enter predefined password provided by service provider (092407)
3. Enter new password that you can remember (password must be 6 digits or more and cannot have your extension within the digits. It's also cannot be one number repeated)
4. Follow prompt to setting up voicemail greeting

#### **Change your Voicemail Greeting Type**

1. Click the "Message" button on your phone
2. Enter preset password
3. Press option 1
4. Follow prompts to change greetings

### Do Not Disturb-DND:

If you do not want to take calls and wish to have them go directly to Voicemail, push the DnD soft button. It will display a red circle at the top of your phone until you turn the feature off by pushing the DnD button again.

### Group Call Pickup:

#### **(Pickup a call ringing on another phone)**

1. Press "more" and the "Pick" button when you hear another phone ringing
2. If you do not have a "Pick" button setup you can pickup the call by pressing \*98

You will pick up the most recent ringing call in your group using the above method.

## Any Package:

### Call Logs:

1. Press the "Directories" button on the right side of your phone
2. Choose the directory you would like to view
3. To view more info on the call press "Details"
4. To delete the entry press "more" and "Delete"

Note: Pressing the "Clear" button on any of the above screens will delete all call logs in that category

Below you will find the primary Business and Technical point-of-contacts for the project:

Business Point of Contact:  
Andrew Bolton, Marketing & Sales Manager  
2417 Tongass Ave, Ste 119D  
Ketchikan, AK 99901  
(P) 907-228-5405  
[andrewb2@ktn-ak.us](mailto:andrewb2@ktn-ak.us)

Technical Point of Contact:  
Mike Pitcher, Inside Plant Foreman  
2970 Tongass Ave  
Ketchikan, AK 99901  
(P)907-228-5432  
[bizinstall@kpunet.net](mailto:bizinstall@kpunet.net)