



## CUSTOMER HELP DOCUMENT

**BuzNet Help Line**

**BuzNet Customer Service: 214-447-7500 or 611**

### HOW TO TRANSFER CALLS

#### ***Transfer an Inbound/Outbound Call (with an introduction)***

Make sure caller is on the line, press Trans, dial number, wait for call to answer, press Trans.

#### ***Transfer an Internal Call (with an introduction)***

Make sure caller is on the line, press Trans, dial the number or extension, wait for the call to answer, press Trans.

#### ***Blind Transfer (transfer without an introduction)***

Make sure caller is on the line, press Trans, press Blind, dial the number or extension.

#### ***Transfer to Voicemail Directly w/o Ringing***

Press Trans, Blind, 7+ Extension number

#### ***Page an Extension***

6+ Extension number, press Dial.

#### ***Call Park***

Press \*\* and listen for the park position number (example: 1, 2, 3, etc...).

#### ***Picking Up a call from Call Park***

Press \*, park position number (example \*1, \*2, etc...), then press Dial button or pick up the handset.

## **CONFERENCING PARTIES TOGETHER**

### ***Conference Call***

Make sure the caller is on the line, press Conf, dial the second number you would like conferenced in, when the second party answers, press Conf.

### ***Splitting a Conference Call***

Place the conference call on hold. Press the Split key and it will separate the conference call into two separate calls.

*\*Maximum callers on a conference call would be you and two other parties.*

## **VOICEMAIL**

### ***Accessing Voicemail***

Press Menu button, select Features, and select Messages. Follow prompts to set up greetings and to make them active.

**\*\*Note for the initial set-up the system will prompt you for your name.**

### ***Retrieving Voicemail***

When a message has been received, a red blinking light will appear on the top right corner of the phone. You will be prompted to check your messages on the display screen (MSG will appear)

### ***Accessing Voicemail from Cell or Remote Location***

Dial your extension number and wait for the recording to pick up, press \* and your pass code.

### ***Name Recording***

Press Menu button, select Features, and select Messages. Name recording is under the Options selection.

## **VOLUME CONTROLS**

### ***Speaker Volume***

Press the speakerphone button and press the + or – buttons at the bottom of the phone to adjust.

### ***Handset Volume***

Pick up handset and press the + or – buttons at the bottom of the phone to adjust.

### ***Ringer Volume***

(DO NOT PICK UP HANDSET nor have an active call), and press the + or – buttons at the bottom of the phone to adjust.

### ***Headset Volume***

Pick up headset and press the + or – buttons at the bottom of the phone to adjust.

## **OTHER INFORMATION**

### ***Resetting the phone***

Unplug the phone from the power source (wall or phone) for 30 seconds. \*Please note if you have personal settings within the phone, you will lose all of your personal settings.

### ***Find Me Follow Me (from user portal)***

#### ***Option 1:***

Enter 72# + 10 digit number where the call should forward. This will display the main office number when calls are forwarded.

#### ***Option 2:***

Enter the 10 digit number only where the call should be forwarded. This will display the caller ID number of the person who is calling.

## ***BuzNet Technical Support***

Dial 611 from your new phone to reach BuzNet Technical Support

## ***User Web Interface Address***

<https://voip.buz.net>