Reynwood Communications

Getting Started

Setting Up Your Voicemail

From your office phone:
1. Press the **Voicemail** button.
2. When prompted, enter the **temporary passcode** + **#** .
3. Follow the automated prompts to record your name.
4. When done you press **1** to go into the voicemail center then **3** to record your "away" greeting.

From outside of the office:
1. Dial the voicemail retrieval number – **xxx-xxx-xxxx**.
2. When prompted, enter your **10-digit phone number** + **#**.
3. Reenter your **10-digit phone number** + **#**.
4. Follow automated prompts to record your name, set your Schedule, and record an "Open" and "Closed" greeting.

Voicemail Passcode

Record your voicemail passcode here:

Making Calls to

Phones in your office*	Extension Dialing (2-7 digits+#)
Phones in other offices	10-digit phone number
Local	10-digit phone number
Long Distance	10-digit phone number
Toll-Free	10-digit phone number
International	011 + country code + city code + number
Operator*	0
Information**	411
TTY	711
Emergency Services**	911

*　When dialing extensions or numbers less than 10 digits, add a# after the number to make the call go through faster.
** Information may be restricted on some phones, charges may apply.
*** Emergency services are tied to the service address of your phone.

Phone features

Consultative Transfer

Consultative transfer allows you to announce the caller prior to completing the transfer process:
1. While on a call, press the **Transfer** soft key or **Transfer** button (upper right of the key pad).
2. Using your keypad, enter the **extension** + **#** or the **10-digit number** + #.
3. When the party answers, announce the call.
4. Press the **Transfer** soft key (or button) or hang up to complete the transfer.
5. If they don't answer or you roll to voicemail, press the **End Call** soft key to release the transfer process, then press the **Resume** soft key to return to the caller.

Note: When transferring in this manner, the caller ID appearing to the recipient of the transfer, is *the caller ID of the transferring device, not caller ID of the caller.*

Blind Transfer

Blind transfer does not allow you to announce the caller:
1. While on a call, press the **Page** soft key.
2. Press the **BlindXfer** soft key.
3. Using your keypad, enter the **extension** + **#** or **10-digit number** + **#**.
4. The blind transfer is complete.
5. To cancel the blind transfer, press the **Cancel** soft key before the **#** is entered on the keypad; press the **Resume** soft key to return to the caller.

Note: When transferring in this manner, the caller ID that appears to the recipient of the transfer is *the caller ID of the calling party*.

Transferring a Call to Voicemail

To transfer callers directly to voicemail:
1. While on a call, press the **Transfer** soft key or button (upper-right of the keypad).
2. Using the keypad, enter ***55**.
3. When prompted, enter the **extension** + **#** of the mailbox you want to transfer to.
4. The call transfers directly to that phone's voicemail.

Note: When transferring in this manner, the caller ID that registers in the recipient's voicemail is the caller ID of the incoming caller.

Making a Conference Call

Conference up to 15 callers, including yourself:
1. While on a call, press the **Conf** soft key or **Conf** button (upper-right of the keypad). The person you're talking to is placed on hold and you receive dial tone.
2. Dial the number of the person you want to conference into your call.
3. After announcing the conference, press the **Conf** soft key or button again, to complete the conference.
4. If they do not answer or do not wish to join the call, press the **End Call** soft key, then press the **Resume** soft key to release that party and return to your original caller(s).

If you need additional help, please call our support desk-- 611 from any Reynwood phone or 800.747.1704.

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Phone features, continued

Forwarding Calls	Do Not Disturb (DND)
Forward your calls to another extension or outside number: **To enable forwarding:** 1. Press the **Page** soft key, then press the **Forward** soft key. 2. On the keypad, enter the **extension** or **10-digit number** you want to forward to. 3. Your device is forwarded and callers ring to the defined number. **To disable forwarding:** 1. Press the **Page** soft key, then press the **Clr fwd** soft key. 2. Calls resume ringing to your phone.	Do Not Disturb (DND) sends all callers directly to voicemail: **To activate DND:** 1. Press the **Page** soft key, then press the **DND** hard key. 2. The banner at the top of the display provides a visual that DND has been enabled. **To deactivate DND:** 1. Press the **Page** soft key, then press the **Clr DND** soft key. 2. Calls resume ringing to your phone.
Pairing Your Mobile Device	**Using Call Logs**
1. On your desk phone, press **Applications.** 2. Select **Bluetooth > Devices**. 3. Select **Scan**. 4. Select the mobile device from the available devices list to pair. 5. Select **Connect**. 6. If prompted, verify the passkey on the mobile device. 7. If prompted, verify the passkey on the desk phone. 8. Choose to make your mobile device contacts available on your desk phone.	Your phone retains call logs that can be accessed by pressing the **Applications** button at the lower left of your phone the 2 for **Recents**. Call logs retain records for 100 days.
Speed Dial 8	**Speed Dial 100**
Speed dial 8 allows you to program up to 8 contacts using 1-digit codes 2 through 9: **1.** With dial tone, dial ***74**. When prompted, enter the **1-digit code** you'd like to program, followed by a **10-digit phone number**. 2. To use speed dial 8, while the phone is on-hook (no dial tone), dial a **1-digit code** on the keypad, then lift the **handset** or press the **handsfree** button. **Example:** Do not establish dial tone, dial "x", then lift the handset; x = the 1-digit code you want to dial.	Speed dial 100 allows you to program up to 100 contacts using 2-digit codes 00 through 99: **1.** With dial tone, dial ***75**. When prompted, enter the **2-digit code** you'd like to program, followed by the **10-digit phone number**. 2. To use speed dial 100, while the phone is on-hook (no dial tone), enter **# + 2-digit code**, then lift the **handset** or press the **handsfree** button. **Example:** Do not establish dial tone, dial #+xx and lift the handset; xx = the 2-digit code you want to dial.

Voicemail

Retrieving Voicemail (3 ways to access)	Voicemail Shortcuts	
From your office phone: 1. Press the **Voicemail** key. 2. When prompted, enter your **passcode** + **#**. **From outside the office*:** 1. Dial the voicemail retrieval number. 2. When prompted, enter your **10-digit phone number** + **#**. 3. When prompted, enter your **passcode** + **#**. **By calling your direct-dial number:** 1. During your greeting, press **7**. 2. When prompted, enter your **passcode** + **#**.	**Play message menu** 1,1 Check unheard messages 1 Listen to messages 2 Send messages 4 Mailbox options * Disconnect 0 More options	**While a message is playing** **1** Repeat message **2** Pause / resume **3** Skip to end **4** Slow down **5** Message details **6** Speed up **7** Delete message **9** Save message ***** Return to previous menu **#** Skip message **8,8** Call sender

Reynwood MyPhone Portal

Login information	New VoIP portal password
URL: https://portal.reynwood.com/myphonenext/ (make this link a favorite) **Username: (your telephone number)@portal.reynwood.com** **Password: call 611 to have a temp password sent to you**	Record your password here:

If you need additional help, please call our support desk--
611 from any Reynwood phone or 800.747.1704.

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