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Zultys Single Line Telephone Quick Reference Guide

Note: This document will use the term “Send” to refer to the “On/Off” or “Make Call” button on your phone. This is the button that initiates calls or answers incoming calls on your phone. This document will use the term “Flash” to refer to the “Flash” button or hook switch on your phone. Many phones have a button labeled “Flash”. If your phone does not have a “Flash” button, you will use the hook switch. The hook switch is used to answer/hang up corded phones. Button names/functions may vary from model to model.

❖ Basic User Features

- Placing a Call
 - Dial the extension number or telephone number, press the “Send” key. Include the “9” before dialing a telephone number, if your system requires it..
- Answering a Call
 - When your phone is ringing, press the “Send” key.
- Call Pickup
 - If another phone is ringing and you want to answer the call from your phone, dial the extension number that you want to answer, followed by star (example... 8980*), press the “Send” key.
 - If the call is ringing to a group of phones, dial the group number (example...8827*), press the “Send” key.
- Ending a Call
 - Press the “Send” key.
- Transferring a Call (Direct or Screened)
 - While on a call, press the “Flash” key and dial the destination extension or telephone number. Include the “9” before dialing a telephone number, if your system requires it.
 - Announce your call when the destination answers, and press the “Send” key to complete the transfer. You may also press the “Send” key without announcing the call to complete a blind (unscreened) transfer.
- Transferring a Call Directly to Voice Mail
 - To Transfer a call directly to another extension’s voice mail, without ringing their phone, press the “Flash” key
 - Dial *86 followed by the extension number
 - Press the “Send” key
- Putting a Call on Hold
 - Press the “Flash” key.
 - To retrieve a held call, press the “Flash” key again.
- Using Call Park
 - To Park a call, press the “Flash” key and dial *77, followed by the park location you’d like to use, then press the “Send” key. By default, the available park zones are 0-9. (Example...“Flash *771 “Send”)
 - To Retrieve a parked call, dial *77, followed by the number where the call is parked, then press the “Send” key.
- Using Overhead Paging
 - Dial *401, then press the “Send” key.

❖ Using Voice Mail

- Accessing Voice Mail (from your phone)
 - Dial *86, then press the “Send” key.
 - When prompted, enter your password (default is 0000)
- Accessing Voice Mail (from another phone in the office)
 - Dial your extension number
 - When your message picks up, press the # key
 - Follow the prompts to enter your mailbox (extension) number and password
- Accessing Voice Mail (outside of the office)
 - Dial your direct line

- When your message picks up, press the # key
- Follow the prompts to enter your mailbox (extension) number and password.
- Setting Up Voice Mail
 - Access your Voice Mail box and enter your password
 - Follow the voice prompts to enter a new password (mandatory). This will be your password to log into MXIE as well.
 - Press 1 to accept your new password and follow the voice prompts to record your name
 - Press 1 to accept your recorded name and follow the voice prompts to record your greeting OR
 - Press 2 to accept your recorded name and record your greeting at a later time
- Voice Mail Options (Once logged into Mailbox)
 - 1: Review Messages
 - 2: Scan Headers of Messages
 - 3: Leave Message for Another User
 - 4: Change Profile, Name, Greetings
 - 1: Personal Profile
 - 1: Change Password
 - *: Return to Main Menu
 - 2: Recorded Name or Greetings
 - 1: Record Name
 - 2: Record a Greeting
 - 3: Play Name & Greetings
 - 4: Activate a Greeting
 - 0: Deactivate All Greetings
 - *: Return to Main Menu
 - 3: Auto Attendant Options
 - *: Return to Main Menu
 - *: Access Another Voicemail Box
- Options While Reviewing Messages
 - 0: Play Current Message, Without Header
 - 1: Repeat Current Message, With Header
 - 2: Save Current Message
 - 3: Erase Current Message
 - 4: Reply To Message (Messages from Internal Extensions Only)
 - 44: Call Back, Using Message Caller ID
 - 5: Forward Message to Another User
 - 6: Play Previous Message
 - #: Play Next Message
 - 7: Rewind Message 3 Seconds
 - 8: Pause Current Message
 - 9: Skip Forward 3 Seconds
 - ##: End Review of Messages
 - When a caller is leaving a message, they can press "1" to skip the greeting and start leaving their message.