

# Emerald ICE Telephone Quick Reference Guide

## Basic Features

### **Making an Outgoing Call**

- Lift the receiver
- Press the desired line key. You will hear a dial tone.
  - Dial telephone number.

### **Receiving an Incoming Call**

When your phone rings and lamp flashes

- Lift the receiver to connect the call

### **Making an Intercom Call**

- Lift the receiver or press [SPKR] and wait for intercom dial tone
  - Dial an extension number
- or*
- Press the DSS key of the desired extension

### **Receiving a Call From Another Extension**

When you hear the intercom call signal - either the caller's voice or intercom ringing tone

- Pick up the receiver, and the call is connected
- or*
- Speak into the microphone without lifting the receiver

### **Putting a Call On Hold**

When speaking on an outside line

- Press the [HOLD] button

The active outside line button lamp flashes green on your phone.

If the call is not picked up, the call will ring again at your phone.

### **Picking Up a Call On Hold**

- Press the line key with the flashing lamp to pick up the call being held on that line.

### **Transferring a Call to Another Extension**

When speaking on an outside line

- Press the [XFER] button. You will hear a dial tone
  - Dial an extension number
- or*
- Press an extension button (if assigned)
- Announce the call when the extension answers
  - Hang up to complete the transfer.

### **Picking up a ringing call on Another Extension**

Lift the handset or press [**SPKR**]

- Press the [\*] button.
- You now have retrieved the call

### **To Transfer a Call to a Voice Mailbox**

When speaking on an outside line

- Press the [**VOICE MAIL**] button.
  - Dial a mailbox number
- Hang up to complete the transfer to mailbox

### **To Leave a Message in a Voice Mailbox**

Lift the handset or press [**SPKR**]

- Press the [**VOICE MAIL**] button.
  - Press the [\*] key
    - Dial a mailbox number
    - Record your message

### **To Initially Set Up Your Mailbox**

Lift the handset or press [**SPKR**]

- Press the [**VOICE MAIL**] button.
  - Enter the default password “0000”
- Follow the prompts to set up your mailbox

### **To Check Messages From Outside of the Office**

- Call your main line number
  - When the voice mail answers
  - Press “#” to log in to your mailbox
- Enter your mailbox number and password when prompted