Aspire Basic Operation (Quick Reference)

To answer an incoming call:
To answer an incoming call at your extension, simply lift the receiver. The phone is programmed to automatically answer an incoming call as long as your telephone set is physically ringing.

To place an outgoing or external call:
Lift the receiver, select an unused outgoing line by pressing the desired line button & dial the call.

To place an internal or intercom call to another extension:
Lift the receiver, internal dial tone or intercom tone is automatically provided as soon as the receiver is taken out of the cradle, & dial the 3 digit extension number of the person you are trying to reach. If you have a function key or button programmed on your set for the person you are calling, simply lift the receiver & press the pre-programmed button.

To place a handsfree call (internal or external):
Press the **"SPK"** button to make an internal call, & then dial the 3 digit extension number as described above or if making an outside call, simply press the vacant line button & dial the number. The speakerphone function will activate automatically.

Transferring a caller directly to someone's mailbox:
While you are talking to the caller & they are requesting to leave a message in someone's mailbox, press the **"HOLD"** button, press the **"MSG"** button, & then dial the **extension number** of the person you want to transfer the caller to & hang up your handset. The caller will be put **directly** into the extension's mailbox & their set **will not** ring.

To program a personal speed dial into a one touch button:
Each telephone set is equipped with ten one touch buttons which are located near the top of the phone just below the screen. To program a personal speed dial into a button, press the softkey located below the word **"Prog"** which is seen on the right hand side of the display screen. Then press the softkey located below the word **"OneT"** on the screen. Press the one touch key you want to program the speed dial number into. On the keypad dial the digit **9** first & then enter the phone number. If the number is long distance, don't forget to include the **1 + the area code**. Once the entire number is entered, press the **hold** button to save the entry & press the **"SPK"** button to end the programming session. After your buttons are programmed, remove the plastic cover plate & label the button or buttons with the proper name.

To check your telephone button programming:
Press the **"CHECK"** button located on the left side of the phone near the screen. This allows you to check the programming of all of your personal speed dial buttons & the programmable function keys located in the middle of your phone. When you are finished checking your phone, press the **"CLEAR"** button to return your screen to the main menu.

Placing your extension in "Do Not Disturb":
To place your extension in **"Do Not Disturb or DND",** just press the **"DND"** button located near the bottom of your set on the right hand side. Press the button only once & wait approx. 10 seconds. The button will stay lit & your display will indicate **"DND All"** on the left side of the screen. To cancel **"DND"** just push the button again, wait 10 seconds & it will cancel the setting automatically.

Muting the microphone on the set:
When the microphone is muted on your telephone set, it allows you to hear the caller over the speaker of the phone, but the caller cannot hear you. This function is only available when you are using your set in the handsfree or speaker mode. It allows you to listen to the customer on your phone while carrying on a separate or private conversation with someone else in the room. It should also be used when participating in a conference call. The microphone is muted when you want to listen, then take it off mute to speak, & put it back on mute when you are finished speaking. This prevents several people from trying to speak at the same time. The **"Mic"** button is located near the bottom of the set on the right hand side.

Setting the volumes on your set:
The **"Volume"** control is located at the bottom of the phone. It controls almost any volume setting on your phone such as the ringing, the speaker, the intercom, the handset, paging, etc. Your phone has to be performing the function at the time the volume is adjusted. Example – your phone has to be ringing before you can adjust the ring volume. Your phone has to be receiving a page before you can adjust the paging volume, & so on. If you phone is idle the volume control acts as a **"Contrast Control".**

Creating a conference:
The system is capable of creating multiple conferences at the same time. A conference can be any combination of inside users & outside lines to total up to a maximum of 32 participants. Example – you can have 4 – 8 party conferences, 2 – 16 party conferences, any combination of users to a maximum of 32.

To create a simple conference, call the first party. It can be either an outside line or another extension in the office. After this person has answered, simply push the **"CONF"** button. Then call the second party & again it can be an outside call or an internal call. Repeat this process each time another person is to be added to the conference. When all of the desired parties have been contacted, press the **"ADD"** button which appears on the left of the screen, then press the **"BEGIN"** button which also appears on the left side of the screen. This will begin the conference. Any person can exit the conference at any time if required. Remember, all extension users who are participating in the conference should use the **"MIC"** button on their phone during a conference. *(refer to the section "Muting the microphone on the set.")*

Basic Voice Mail Operation (Quick Reference)

The voice mail system, when used properly, can be a time saving tool & helps to eliminate the need for a paper message trail. There 3 basic things that are required of each user in order to properly set up their mailbox.

1 – Each user must record their mailbox name. The name is required to allow your mailbox to be part of the company directory if a caller is accessing the dial by name directory.

2 – Each user should set up a security code for their mailbox. A security code keeps your box & messages secure & prevents outside system tampering. A security code should be 4 digits in length & something that is easy to remember. DO NOT USE "1111", "1212", "1234", ETC. These are very easy for outside callers to crack. We recommend the last 4 digits of your home phone number or you cell number. All users should submit their security code to the telephone administrator (usually reception) to keep on file in case of an emergency.

3 – Each user should create a custom greeting for their box. There are 3 different options for greetings, we normally recommend using only 1 of the greetings to avoid confusion or accidentally playing the wrong message at the wrong time. The system has a basic greeting for any user that chooses not to customize theirs.

Accessing your mailbox:
To access your voice mail box, simply press the **"MSG"** button located on the left side of your phone beside the digit **"1".** This button takes you to the main menu, or if you have a security code you will be prompted to enter your code before entering the main menu.

Record a mailbox name:
You must go to your main mailbox menu. Lift your handset & press **"76"** on the keypad & follow the instructions. When you are recording your mailbox name, use your first & last name & include your extension number. **Example – Bill Smith, extension 310.** *Do not record any other information in this location.* Your mailbox greeting will be recorded in another location.

Creating a security code:
Once you have entered the main menu of your mailbox, press **"67"** on the keypad to enter the mailbox options list. Once you are in the mailbox options location press **"7"** on the keypad. Follow the instructions the system gives you & don't forget to record your new security code & give it to the system administrator.

Customizing your mailbox greeting:
Go to the main menu again. Press **"4"** for the greeting section. The system will announce which greeting is active, usually **greeting 1.** To record a new greeting, lift the handset first, press the digit **"7"** & follow the instructions the system gives to you. When you are finished & are satisfied with your greeting, hang up the handset to end the session.

Record & send a message:
This option allows you to record a message & send it to another user in your office. It eliminates the need to leave a written note to advise someone of a meeting or that you wish to speak to them when they come into the office.
Enter the main menu of your mailbox, lift the handset & press **"77"** on the keypad. You will be prompted to start to record the message. Follow the recording instructions. When your message is recorded, the system will prompt you to enter the mailbox or mailboxes you wish to send the message to. Follow the instructions & when you are finished press the **"#"** key to send it. The system will advise you the message has been sent & then you can hang up the phone.

Listening to your mailbox messages:
When you enter your main mailbox menu & you have messages, you can choose which messages you would like to listen to. Press **"16" to listen to new messages only**, press **"17" to listen to saved messages only**, press **"14" to listen to held messages only**, or **press "5" to listen to all messages**. After you listen to your messages, the system is set up to **automatically erase** the message after you **exit** your mail box. If you choose to **save** the message, you must press **"72"** after listening to it before going on to the next message. If you do not save the message after you have listened to it, it will be **automatically erased**.

Important things to remember:
- When a message is left in your mailbox, the red message light located on the top of the screen will flash & on the left side of your screen it will indicate there are messages in your box.
- Your mailbox can be accessed in several different ways, form your extension, from another extension, or from outside. **To access you mailbox from another extension**, press the **"Call 1"** button, dial **"700"** on the keypad & then enter your extension number. **To access your mailbox from an outside line**, simply press the **"#" key along with your mailbox number** as soon as you hear the main company auto-attendant greeting.
- If you choose to have your extension transferred to an outside location, the system requires the use of 2 telephone lines each time this occurs. If used sparingly or for important calls only, it can be a time saving tool. If used incorrectly, it can use up valuable system lines & quickly limit the number of incoming calls that can be received by the main receptionist.
- If several users are trying to access their mail from outside the office, it is a good idea to set up the last line on the system as a **"backdoor line".** A backdoor line is always answered by the auto-attendant & allows the caller to route themselves to any desired location within the system such as an extension or a mailbox without going through the receptionist. This helps free up time for the receptionist to answer more client calls.

System Administrator Quick Reference Guide

Basic System Configuration For Day Mode:
Incoming calls will ring the 2 reception phones for approx 8 – 10 rings. If the call is unanswered, the auto-attendant will pick up the call & play the main day greeting. The caller can then route themselves to the desired extension, use the company directory, or simply press **"0"** to go back to the receptionist. This will give reception a second chance to answer the call before it is routed to the general delivery mailbox.

Basic System Configuration For Night Mode:
Incoming calls will be answered immediately by the system auto-attendant. The caller will hear the night greeting & be given various options that include a dial by name directory, transferring to any extension, leaving a message in the general delivery mailbox, or being transferred to the duty agent mailbox. If someone leaves a message in the duty agent mailbox, the system will make an outgoing call to the agent's cell phone as soon as the caller hangs up. If the agent answers the call, he must say **"HELLO"** to the system & then he will be prompted to press the digit **"1"** to receive the message. The agent will have to enter the box security code, if assigned, & can then listen to the message & respond accordingly. If the agent does not answer, the call will go to their cell phone voice mail & part of the system prompt will be recorded into their box as the announcement tries to notify them of the pending message. The agent then must call the office, press the **"#" key & enter box number "600"** as soon as the auto-attendant night greeting answers the call. They will be prompted to enter the required security code & then will be sent to the main menu of the **"night agent box"** where they can listen to the message & respond as needed. Don't forget the message will be erased after they listen to it unless they decide to press **"72"** to save it.

Entering a new call-out number for the duty agent:
This function has to be done from the "System Administrator Set" which is usually the main receptionist set.
Press **"CALL 1 & 700 & 600",** to go to the main mailbox menu of the duty agent mailbox. Enter the security code, if required, & enter **"67"** on the keypad. This will open the mailbox options list. Press **"6" for "Message Notification".** Press **"6"** to modify & then press **"7"** to access the second group. Press **"4"** to modify the setting. Press the **"*" key 3 times.** Press **"6"** & when prompted enter **the new telephone number**. The telephone number **must be entered** as follows - **"9*7 new number #".** Once the new number is entered press the **"#"** key again to **hear a summary** of the new entries. If the summary is accurate, hang up the phone or if using the hands free option, press the **"SPK"** button to end the session. If a mistake has been made, press **"7"** to begin the modification process over again.

To Record A New Auto-Attendant Greeting:
The greeting for the **day instruction menu is "811"** & for the **night instruction menu is "812".** These greetings should include a basic introduction & the dialing instructions to allow the incoming caller to route themselves to the desired locations. The following is an example of a standard *"Day Greeting" – **Thank you for calling ABC Company. If you know your parties extension, please enter it now. To access our company directory press 8. For assistance, please press 0 or stay on the line.***
A typical *"Night or After Hours Greeting"* would be – ***Thank you for calling ABC Company. We are currently closed for the day. Our hours of operation are Monday to Friday 9:00 am to 5:00 pm. If you know your parties extension, please enter it now. If you require emergency assistance, please press "1" now. Otherwise to leave a message in our general delivery mailbox, please press 0 or stay on the line.***
To record the greetings or instruction menus, it must be done from the main **System Administrator Mailbox** at extension **301**. Enter the main mailbox menu at **301**. Press **"72"** to enter the **"System Admin"** area. Press **"4"** for **"Instruction Menu Messages".** Enter the desired instruction menu number, either **"811 or 812".** Follow the instructions given by the system for recording a new greeting. Make sure you lift the **handset before you begin** recording & it is always helpful to script the new message before you record it. When finished recording the new message & you are satisfied with the recording, simply hang up the handset.
The **System Administrator** can perform several different functions from the **"System Admin Menu".** These options include, **Record A Broadcast Message, Record An Instruction Menu, Record Mailbox Names, Erase Mailbox Messages, & Delete A Security Code.** Please refer to the **System Admin Quick Reference Guide** for a complete list of instructions.