

# **BRESNAN**

## Communications

### **3-Way Conference**

1. While on an active call press **Conf.** Caller goes on hold and you will hear an internal dial tone.
2. Dial the extension number or dial 9 plus the telephone number of the second party you wish to reach.
3. Press the **Conf.** key again to add the new party to the call.

### **Call Record**

To be used in the event of a threatening phone call.

1. Press the **CALL RECORD** key twice
2. Immediately inform the caller of the recording. (Legally, you must inform the caller of a recording)
3. Both parties will hear a beep indicating the recording is turned on.

### **Do Not Disturb**

Send all calls to voicemail

1. Press the **DND** programmable key to activate. The DND key lights and all calls will go to voicemail.
2. To deactivate, press **DND** again. Light will extinguish.
3. **DND** key can be pressed at any time including while an incoming call is ringing to your extension. You can also press the **Goodbye** key during ringing to send a call to voicemail.

### **E-Call**

To be used in case of an emergency.

1. Press **E-CALL** to Intercom Page the front desk.
2. Your page announcement will be heard on the telephone speakers in the front desk area.

### **Call Forward**

1. To call forward your phone to a pre-programmed extension or telephone number. Press **CALL FWD ON** programmable key.
2. To turn off call forwarding Press **CALL FWD OFF** programmable key.

Programming of the "forwarded to" number is done in the dashboard interface.

### **Callers**

Displays the last 100 calls placed to your extension.

1. Press **CALLERS** key.
2. Using the navigation keys, scroll to locate the name or telephone number of the caller you are looking for.
3. Press 9
4. Lift handset, press speaker or press line 1.

### **Options**

#### **Ring Tone**

1. Press **Options** key.
2. Using the Navigation keys, scroll to **Preferences** and press enter.
3. Scroll to **Ring Tone** and press enter.
4. Scroll through ring tones until you find one to select.
5. Press enter

Contrast can be adjusted using the Preferences key in the same order.

## 6731 Telephone User Guide

### To Answer a Call

When a call arrives at your 6731 IP Telephone, you hear a ringing tone and a blinking light appears on the associated call appearance. In addition, call identification information is displayed.

To answer an incoming call, do one of the following:

- If not active on another call, answer the call by lifting your handset, or press **speaker**.
- If active on a call already, simply press the ringing call appearance key. This will put your first caller on hold and answer the second incoming call.

### To Place a Call

To make a call manually:

1. To make an external call, press 9 and then the telephone number
2. To make an internal BPS call, dial the 4 digit extension.

### Redial

To have the 6731 telephone make a call automatically, do the following:

1. Press **Redial** key to list the last 100 numbers dialed and use the navigation keys to select the appropriate one.
2. Press **Redial** again to call the number.

### Hold

1. Press **Hold**.
2.  will display next to the caller ID information on your screen.
3. To retrieve a held call, press **Hold** or the **Call Appearance** key by the light that is flashing.

### Speakerphone

1. To make or answer call without lifting the handset, press the **Speaker** button.
2. Place or answer the call.
3. Adjust the speaker volume if needed by pressing the volume control buttons on either side of the mute key.
4. Press **Goodbye** key to end the call.

### Transfer

**(Warm)** You have the option to consult with the person you are transferring the call to, before you complete the transfer.

1. While on an active call, Press **Transfer**.
2. Your call is automatically put on hold and you will hear an internal dial tone.
3. Dial the extension number of the person you wish to transfer the call to.
4. Wait for the party to answer then announce the call. Caller is on hold and does not hear this conversation.
5. Press **Transfer** again. Caller is connected to transferred party.

**(Cold)** Transfer a call directly to another extension without consulting with the person receiving the call

1. Follow steps 1-3 as listed above.
2. Press **Transfer** again. Caller hears ring back tone until party answers or call goes to voicemail.

To cancel the transfer, select **Cancel** on the display screen.

## Dashboard

Some features on your telephone are programmed using a “Dashboard” interface at <http://www.bresnanbusiness.com/support/>

### Click **My Phone Dashboard**

At the login screen enter:

Number: Your 10 digit telephone number

Password: 000000

### Speed Dial Set Up

1. Click on **Settings**
2. Under **Settings**, Click on **Phones**
3. Click on **“Configure Your Phone”**
4. A picture of the 6731 will pop up on your screen. Curser over the dial pad. A blue box will appear around each numeric key on the dial pad.
5. Click on a numeric key (1-9)
6. A pop up screen will appear. Enter the telephone number and name of the person you wish to program in speed dial.
7. Click on **Save Changes** at the bottom on phone picture screen

To use speed dial, press the numeric key on the dial pad that corresponds to the number you want to call.

### Call Forward Set Up

1. Click **Forward Immediately** (found at the bottom right of the dashboard screen).
2. A screen will pop up allowing you to enter the telephone number you wish to forward your extension to.
3. Enter a 9, plus the phone number. You can activate Call Forward from your telephone, or if you are away from your phone, check the “Call Forward Immediately” box.

### Unified Messaging

To receive your voice mail messages on email.

1. Click **Settings**.
2. Click **Messaging**.
3. Click in the “Auto Forward” box
4. Add your email address in the box provided.

## Voicemail

The LED on the upper right side of your phone will flash if you have a voice mail message in your mailbox. You will also hear a stutter dial tone. The display will show an envelope with number of messages. Dashboard will also display messages. Click on the message to play.

To access voicemail, press the **VOICE MAIL** programmable key. To access your voice mail box from another telephone line you must dial your telephone number and then press the \* key.

At the prompt enter your PIN.

## Main Menu

