

Intermedia *Wireless Telephone* *&* *Voicemail* *Quick Start Guide*

For questions, changes, and service to your telephone or voicemail operation please contact:

Intermedia @ 1-877-552-4729

Please have the following information:

1. Your account number
2. Your “MAIN” telephone number
3. Your address
4. Your “Secret” question/Answer
5. Detailed description of the change request or service issue being experienced





Model W56H Basic Operation:

Note: the Model W56H cordless telephone also has the [HOLD] and [TRANSFER] buttons built in the [OPTIONS] menu.

- Place an outside call
 - Dial your number
 - Press [SEND CALL]
- Place an internal call
 - Dial the internal extension number
 - Press [SEND CALL]
- Receiving an incoming call
 - Press [SEND CALL]
 - *You may transfer from handset to speaker phone use by pressing the [SPEAKER] button during the call.*
- Placing a call on **HOLD**
 - Press the [OPTIONS] soft key
 - Scroll to [HOLD] option
 - Press the [OK] soft key below your display
- To retrieve a call on **HOLD**
 - Press the [RESUME] soft key below your display
- Placing a call on **PARK**
 - Dial [#] [7]
 - *System will prompt which zone call was parked*
- Retrieve a call on **PARK**
 - Dial the zone where call was placed I.E. [980]
- To **TRANSFER** a call to another extension
 - Press the [TRANSFER] key
 - Dial the extension to send the call
 - *Note pressing [#] will speed dialing process*
 - *You can remain on the line to announce the call*
 - Press [TRANSFER] to complete the process
- Retrieve a **TRANSFERRED** call
“DO NOT HANG UP”
 - Press the [END] soft key below your display

- To make a **3-WAY CONFERENCE** call
 - Press the **[OPTIONS]** soft key
 - Scroll to **[CONF]** option
 - Select **[OK]**
 - Dial number to be conferenced
 - Press **[CONF]** after second party has answered to establish call

- Last number **REDIAL**
 - Press the **[HISTORY]** soft key below your display
 - Use the **[MENU NAVIGATION]** buttons to scroll through previous calls
 - Press the **[SEND CALL]** key to dial the number

- Volume adjustments
 - Using the **[MENU]** control at the center of the telephone you may adjust the volume for the following items:
 - **Incoming call ringing:**
 - While phone is idle press the **[MENU ACCESS]**
 - Go to **[SETTINGS]**
 - Go to **2. [AUDIO]**
 - Go to **[RING TONES]**
 - Select **[VOLUME]**
 - **Handset receive:**
 - While on the call press the **[LEFT/RIGHT MENU]** to adjust.
 - **Speaker phone:**
 - While on the call press the **[LEFT/RIGHT MENU]** to adjust.

Voicemail Basic Operation:

New Voicemail Users

By default the “Temporary” passcode is [3][9][3][0].

The voicemail system will prompt you through as a new user to change your passcode, record your name, and record your voicemail greeting. Upon completion of set-up your voicemail will be ready to take messages.

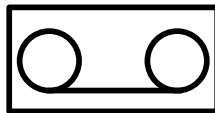
Listen to the voicemail instructions. Failure to “Save” your settings will result in your voicemail box not functioning properly.

When “New” voicemail messages are received it will be indicated by three means:

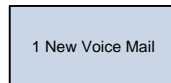
1. Flashing light atop the telephone display



2. The “Message Icon in the top of the display

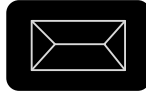


3. Your display will indicate the number of awaiting new messages



To retrieve your voicemail messages:

1. Press the **[MESSAGE]** button on the phone



2. If outside of the office call **[YOUR 10-DIGIT TELEPHONE NUMBER]**

- a. From an outside line call your phone number
- b. When the voicemail greeting begins, press #
- c. Follow the voice prompts, "*Please enter your extension, Press # when done.*"
- d. Follow the voice prompts, "*Please enter your PIN code. Press # when done.*"

- **1 - listen to new voicemail**
 - during VM playback
 - **1** - replay the current message
 - **2** - delete the VM
 - **5** - confirm deletion
 - **3** - mark message as unheard
 - **4** - skip current message
 - **5** - callback the sender of voicemail
 - **#** - skip the playback of message details
 - after VM playback
 - **1** - replay the current message
 - **2** - delete the VM
 - **3** - mark message as unheard
 - **4** - skip current message
 - **5** - callback the sender of voicemail
- **2 - listen to old messages**
 - during VM playback
 - **1** - replay the current message
 - **2** - delete the VM
 - **5** - confirm deletion
 - **3** - mark message as unheard
 - **4** - skip current message
 - **5** - callback the sender of voicemail
 - **#** - skip the playback of message details
 - after VM playback
 - **1** - replay the current message
 - **2** - delete the VM
 - **3** - mark message as unheard
 - **4** - skip current message
 - **5** - callback the sender of voicemail
- **3 - personal options**
 - **1** - record voicemail greeting
 - **2** - change PIN
 - ***** - return to VM list

Intermedia Telephone & Hosted Application Links

(The below links will access Intermedia on-line knowledge base)

- Yealink Model T46 User Guide
 - <https://kb.intermedia.net/Contents/37880/Unite%20Yealink%20T46G%20-%20User%20Guide.pdf>
- Voicemail Set-up and Use
 - <https://kb.intermedia.net/Article/2009>
- Unite Call Scape Desktop Application
 - <https://kb.intermedia.net/Article/3081>
- Unite Mobile App
 - <https://kb.intermedia.net/Article/39499>