Quick Reference Guide
For the Alcatel Reflex model telephones

Making a Call

Internal (To New Phones):
1. Dial the 4-Digit Extension

Internal (To phones on the old system):
1. Dial 8
2. Then dial the 4-Digit Extension

External (To phones outside CCSF):
1. Dial 9 for an outside line
2. Then dial the phone number

Using Speakerphone

To activate the speaker phone:
1. Press the Speaker button

Note: You can use the speakerphone when answering incoming calls, beginning new calls, or while on a call.

Volume and Ringing Controls

Note: To avoid distortion, a handset volume of level 2 is suggested.

Changing the Volume (speaker and handset):
1. Pick up the handset to set the handset volume, or press the Speaker button to set the speaker volume
2. Press the + or - keys located on either side of the Speaker button

Changing your Ring (tone and volume):
1. Press the Listen Ok button (allows you to hear your ring)
2. To change the ring, continue to press the Listen Ok button until you hear a ring you like
3. Press the + or - keys to adjust the volume

Adjusting the display

Changing the contrast:
1. Dial *67
2. Use the + or - keys to adjust the contrast
3. Press the End

Hold and Call Park

Using Hold (single phone):
1. Press the Hold button to place the call on hold
2. To retrieve the call press the button next to the line that is on hold

Using Call Park (multiple phones):
1. Press the Call Park button to park a call

Note: Remember the extension number of the set you are on!
2. To retrieve the call go to another phone and dial *75 then the extension number for the phone where the call was parked.

3-Party Conference Calls

Initializing a conference call:
1. If not already on the phone, call the first person you would like on the call
2. Press the button next to a line you are not using
3. Dial the extension of the person you would like to add
4. Press the Conference button, or End if the other party does not answer

Transferring a call

Transfer to another extension:
1. Press the button next to a line you are not using
2. Dial the extension you would like to transfer to
3. Press the Transfer button, or wait to announce the caller

Call Forwarding

Forwarding your phone to V-Mail:
1. Press the FWD to VM button
2. To remove the forward push the FWD to VM button again

Forwarding your phone to another extension:
1. Dial *60 followed by the number you want your calls forwarded
2. To remove the forward dial *64

Personal Directory

Adding a speed dial number:
1. Press Menu, 2, 2
2. Dial the phone number you would like to store
3. Press the button
4. Select any key from 0-9, * or # to store the phone number
5. Press End or Menu to save and exit

Placing a call using the directory:
1. Press the button
2. Press the key that has the desired number stored on it

Call By Name

Dialing a number by name:
1. Use the keyboard to begin typing the last name of the person you would like to call (at least 2 characters)
2. Press the key to search
3. Use the or to find the name if more than one exits that matches your search criteria
4. Press the key to dial the number or End to cancel and exit
Voicemail Quick Reference Guide

Entering The System
1. Call the system
   If you are calling from an extension that is different than your mailbox number:
   1. Press "*" at any time during the message, and enter your mailbox number.
2. Enter your password

Main Menu
Review Messages 1
Send Messages 2
Locate Messages 3
Personal Options* 4
Restart 5
Exit 6

Review Messages
Listen to messages
(Refer to the "Playback Controls" section of the legend)

Send Messages
- Record message
  (Refer to the "Recording Controls" section of the legend)
- When Finished 1
  - Reply
    (Refer to the "Playback Controls" section of the legend)

End-Of-Message Commands
- Record Introduction
  - When Finished 2
  - To Send 2

Send Copy*
(With introduction)
Send Copy*
(Without introductions)
Erase
Reply
Reply by Calling*
Save

Delivery Options
Private 1
Urgent 2
Message Confirmation 3
Future Delivery 4

Confirmation Options
Confirm Receipt 1
Notify of Non-receipt 2

Administrative Options
Passwords 1
Distribution Group Lists 2
Prompt Levels 3

Greetings
Personal Greeting 1
Extended Absence 2
Name 3

Personal Options
Administrative Options 2

Password
Personal 1
Home (Mailbox 93) 2
Guest 1 (Mailbox 91) 3
Guest 2 (Mailbox 92) 4
Assistant 5

Prompt Levels
Standard 1
Away From Phone 1
On the Phone 2

Legend
* = Unprompted option

Playback Controls
(Used while listening)
1. Rewind 10 seconds
11. Rewind to the beginning
2. Pause/Resume
3. Fast forward 10 seconds
33. Fast forward to the end
4. Slow down playback
44. Slow down (extreme)
5. Play envelope information
6. Speed up playback speed
66. Speed up (extreme)
8. Play at normal volume

Recording Controls
(Used during recording)

-2 Deletes the message
1. Rewinds 10 seconds
11. Rewinds to beginning
2. Pause/Resume (20 sec)
3. Fast forward 10 seconds
33. Fast forward to end
5. Record over previous

Distribution Group Lists
Create 1
Edit 2
Delete 3
List of Names 4