

## VOICEMAIL

Press the MSG button, dial \*97 from your phone, \*96 from another extension.

- 1 - New Messages
- 2 - Change Folder
- 3 - Advanced Options – future use
- 0 - Mailbox Options – SET UP VM
- \* - Help – repeats current menu
- # - Exit – End your call in VM

## VOICEMAIL MENU

- “1” Skip message envelop
- “2” Start message over
- “3” No function
- “4” No function
- “5” Repeat message
- “6” Skip message
- “7” Delete message
- “8” Forward message
- “9” Save message

**Have questions?**

**Need answers?**

[support@tridentvoice.com](mailto:support@tridentvoice.com)

-Or-

Dial 511

From your desk phone

-Or-

From any Phone

**877-749-8836**

**TridentVoice**

**Support Value  
Reliability**

**Deluxe Desk Set**

**GXP2100**



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**TridentVoice**

**Support Value  
Reliability**

## MAKING PHONE CALLS

**DIAL:** Take Handset/SPEAKER off-hook, enter phone number, press SEND key.

**REDIAL:** Take Handset/SPEAKER off-hook, then press SEND button.

**CALL HISTORY:** Press MENU, select Call History then “Received Calls, Missed Calls or Dialed Calls, select phone number using arrow keys, press OK. Press OK again to dial the selected phone number.

## ANSWERING PHONE CALLS

**RECEIVING CALLS:** Take handset off-hook, press SPEAKER or LINE button.

**MULTIPLE CALLS:** Answer incoming calls by pressing the corresponding LINE button, active call will be put on hold.

## FORWARDING PHONE CALLS

**SET UP:** Press the FORWARD ALL soft key on the bottom of the display and follow prompting.

**CANCELLING:** Press the CANCEL FORWARD soft key on the bottom of the display and follow the prompting.

## PHONE FUNCTIONS DURING CALL

**HOLD:** Press the HOLD button, line will begin blinking.

**RESUME:** Press blinking LINE button.

**MUTE:** While on a call, press the MUTE button to disable/enable the microphone.

**BLIND TRANSFER:** Press the TRANSFER button, dial the number and press the SEND button to complete transfer of active call.

**SUPERVISED TRANSFER:** Press another LINE button, dial number, press SEND, next press the TRANSFER button and the original LINE button to transfer.

**CALL PARK:** Press another LINE button, dial “700” and press SEND, listen for slot 701-709, press TRANSFER button and the original LINE button.

**CALL PARK PICK-UP:** Dial “7XX” and press SEND.

**DO NOT DISTURB (DND):** When phone is ringing, if you do not wish to take a call, press the DND button, which instantly sends the call to voicemail.

## CONFERENCE CALLS

**INITIATE:** Place first call on HOLD, press another LINE button, dial number, next press CONF and the LINE button that is blinking to join, repeat for 3<sup>rd</sup> party.

**END:** Press HOLD, this will break conference call and put both parties on hold; select specific blinking LINE button to speak to individual.

## DO NOT DISTURB (DND)

**FOR ALL CALLS:** When phone is idle, press the MENU button and scroll down to “Preference”, press the MENU button to select. Scroll down to “Enable DND” and press the MENU button to select.

The phone will not ring and sends calls to voicemail. Your display will show the DND icon.

**DEACTIVATE:** Select “Disable DND” on display.