



internalsoundandcommunications

Your new phone has so much more to offer than just allowing you to say **"Hello"**  
This guide will walk you through the options your new phone offers.

Programming your phone is easy as



Model: 121S



quickstartguide

# Model: 121S

## Getting to know your phone.

### Volume Control

Press volume up/down to adjust speaker, handset, and background music levels, ringer level, and ringer type. Each volume setting can be adjusted while in that mode.

To adjust ring volume - dial #136

To adjust ring type - dial #1362



### Ring & Message Waiting Light

Blinking red "strobe light"



System Info

Feature Options

Soft Keys

Programmable One Touch  
DSS / BLF Buttons



### Last Number Re-dial

Press the (\*) key on the dial pad to re-dial the last phone number dialed.

Move back to the last menu

Main Menu



Navigation Keys For Display

The options on the bottom line of the display change with the condition of the phone and allow one touch functions.

### Soft Key Display When Phone Is Idle



### Soft Key Display When On Call



### Soft Key Display When Transferring Call



## FlexiCall & FlexiHold Instructions

### FlexiCall

When you answer a call with FlexiCall, you can do the following:

- 1: Call transfer to another ext > \*2 + ext #
- 2: Call divert to your ext > \*5 will ring immediately
- 3: 3-way conference call > \*2 + ext #. Once connected with the other ext has been established, press \*2 again.

### Direct Pickup

Use this feature to pickup any ringing station in your system.

- 1: Press pickup or dial 77.
- 2: Dial the # of the ringing ext.
- 3: Answer the call.

\*Tip: 77 + ext under a button will offer a one-touch direct ext call pickup.




### FlexiHold

Press "FlexiHold" anytime you wish to divert an incoming call to your "Please Hold" or "Request To Hold" greeting.

To program FlexiHold:

- 1: Dial # 139
- 2: Choose and press a programmable button.
- 3: Dial #1445
- 4: Dial the destination number \_\_\_\_\_.
- 5: Press the selected programmable button again to complete programming.

### To program or change a Speed Dial Private Library number:

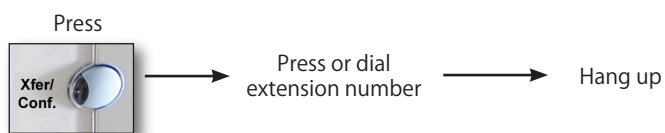
- 1: Dial Private Library number feature code #193
- 2: Dial the relevant library number (7000-7009) or scroll thru the library using 
- 3: Dial the line-out access code 
- 4: Dial the outside telephone number as you normally would.
- 5: Press  to end programming.

## Quick Reference

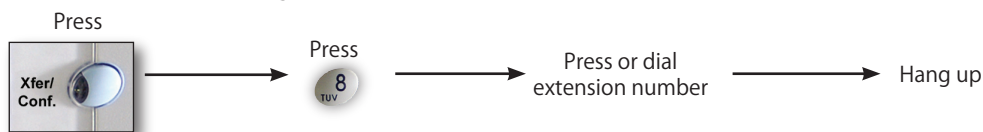
To transfer a call directly to an extension as a screened call:



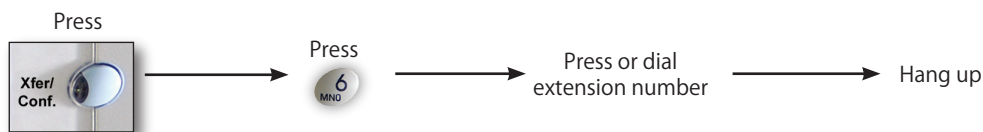
To transfer a call directly to an extension as a UN-screened call:



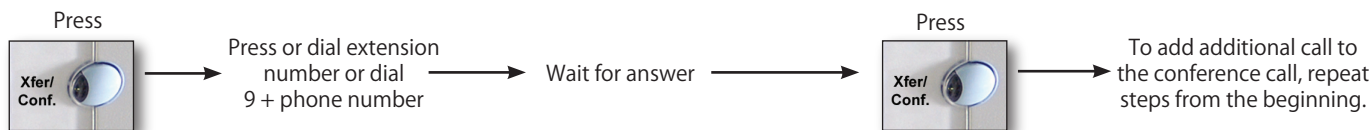
To transfer direct to page - Q:



To transfer direct to voice mail:



Making a conference call during a phone call (up to a 14 party conference call):



## First Time Mail Box Set-Up Steps

The first time you access your voice mailbox the system will ask you a few simple questions to help you properly set it up.

Follow the steps listed below along with the system conversation.

(Enter 1 for Yes, 2 for No in answering the questions.)

**Step 1:** Press your voice mail access button.



**Step 2:** Enter default security code: 1234

**Step 3:** Record your first and last name (only you name). Press \* when finished.

**Step 4:** Would you like to be included in the dial by name directory.

**Step 5:** Would you like to have two greetings (busy and standard).

**Step 6:** Record a standard greeting (remember to include your name).

Press \* when finished.

**Step 7:** Record a busy greeting (remember to include your name).

Press \* when finished.

**Step 8:** Choose a new security code (3-10 digits). Press \* when finished.

**Step 9:** Re-enter your security code to confirm it. Press \* when finished.

**Step 10:** When the system tells you that your mailbox is set up press . Press 1 to finish.

## Voice Mail Access Information

To access your voice mailbox from your extension

1: Press the voice mail access button.



2: Enter your security code: \_\_\_\_\_

To access your voice mailbox from outside your office

1: Call the voice mail system: \_\_\_\_\_

2: When the system greets you, enter your personal ID  
(9 + Extension number): 9 \_\_\_\_\_

3: Enter your security code: \_\_\_\_\_

## Quick Message Actions / Shortcuts

Press during or after a message.

Reply



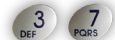
Check Next Message



Delete



Archive



Hear Message Info



Redirect



Save as new (new msgs only)



Repeat message



Slower (up to 3 times)



Faster (up to 3 times)



Rewind (4 seconds)



Pause



Forward



Change your greeting



Change security code



Skip personal greeting



## Voicemail Access

Press to access your personal voice mailbox

## Forward To Voicemail

Directs all calls to your voice mailbox without ringing your phone. Toggles on/off.  
Lit when it is active.

## Page Q (8 + Ext.)

While on a call, pressing this btn. parks the call on your page Q. Pressing this btn. again picks the call back up. To pick this call up from another ext. dial 8 + your ext. number. To place a call on your page Q from another ext. press and dial 8 + your ext. number.

## Mute Button

When using the speakerphone or headset, the button will shut off your microphone so a caller cannot hear you. Toggles on/off.

## FlexiCall

FlexiCall simultaneously bridges your cell hone & desk phone. This button will toggle FlexiCall on/off.  
See instructions on page 3.

## FlexiHold

Diverts incoming calls to your "please hold" or "request to hold" greeting. See instructions on page 3

## Loop Keys

Visual indication of call activity.

Lit solid = Current call

Blinking one flash / second - Call ringing in

Blinking two flashes / second = call on hold

## Conf. Button

See instructions on page 3

## Xfer Button

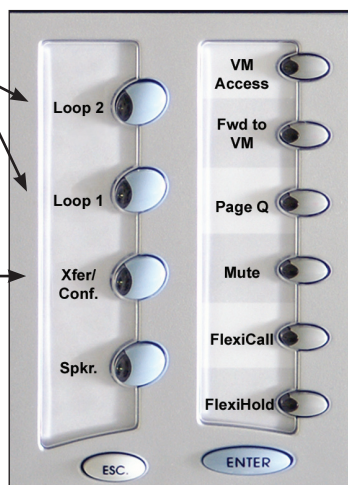
See instructions on page 3

Used to transfer internal and external calls to users outside or within the system.

6 + ext. = transfers to voicemail

7 + ext. = handsfree intercom

8 + ext. = personal page Q



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going beyond the call