



# Basic Phone Quick Reference Guide

## Web Portal Access

- From any web browser go to **talk.bekspyder.com**, log in with your DID number that was assigned to you; use the default password of 123456, once you log in the system will ask you to change your password to a new six digit password. At this time you will want to go to your profile page and update the Additional Information at the bottom of the page. All this info will be listed in the system directory.
- The portal is where you will want to go when you want to program the features and functions of your phone.

## Call Forward Not Reachable

- The next thing you will want to configure is the *Call Forward Not Reachable* setting. This feature allows you to still get calls at another number in the event your phone is not reachable (i.e. power, network or Internet failure). Go to incoming call (the *Call Forward Not Reachable* setting) and enter your cell phone or other number at which you wish to receive calls.

## Call Pickup

- To pickup a parked call, press *ParkPickup* (or dial \*88), wait for announcement then dial the number announced, then press # and you are now connected to that call. If the call is parked on your extension, press *ParkPickup* plus #.

## Call Park

- To Park a call press *Park* (or dial \*68) when you are connected to a caller, wait for announcement then dial the location of where you want to park the call or press # to park it on your extension. A parked call can be picked up from any phone.

## Redial

- Press the *Redial* button and choose a number from the display by pressing the up or down arrow keys to make your choice, then press dial.

## Hold

- To place a call on hold, press the *Hold* button. The call is on exclusive hold and is only available on your phone.
- To retrieve a call on hold, press the line button that is red.

## Transfer

- To transfer a call press *Transfer*, dial the extension number and then press *Dial*. You can announce the call and then hang-up or press *Transfer* again.

## Transfer directly to Voicemail

- Press Xfer to VM, wait for announcement then dial the station number to transfer the caller to and press #.

## Conference Calls

- To initiate a conference call you must first be on an active call. Press the *Conf* button, dial your next call (external or internal), wait for the call to connect, then press *Conf* again. All parties are now connected.

## Dialing Instructions

- Each phone has a hot keypad. That means you can dial a number without picking up the handset or speaker phone.
- Long Distance numbers must be dialed with the 1+. 1-800 numbers have to be dialed with a 1 in front of the number (1-800).

## Rebooting Your Phone

- At times if your phone does not seem to be functioning properly, a reboot or restart may be necessary. Either unplug the phone from the power source (PC or Network) or select *Options*, then *Restart*, then *Yes*. This should not be a frequent occurrence. For assistance call BEK at 701-255-2032.