

# Quick Reference Guide

## Absolute VOICE AV-T48S Internet Phone

### The Basics

#### How to Make a Call

##### 1) Using Phone Handset:

- Lift Handset
- Using the keypad, enter the number or extension of the party you wish to reach
- Tap the **Send**  Softkey and wait for recipient to answer

##### 2) Using Speaker Phone:

- Do **not** lift Handset
- Using the keypad, enter the number or extension of the party you wish to reach 
- Tap the **Send** Softkey. Wait for recipient to answer

##### 3) Using Headset:

- Using the keypad, enter the number or extension of the party you wish to reach
- Tap the **Send** Softkey. Wait for recipient to answer

#### How to Answer a Call

##### 1) Using Phone Handset:

- When phone rings, lift Handset
- Begin speaking

##### 2) Using Speaker Phone:

- When phone rings do **not** lift Handset
- Press **Speaker** button
- Begin speaking

##### 3) Using Headset:

- When phone rings, tap the **Answer** Softkey or tap the green inbound line key
- Begin speaking

#### Using a Headset

**Please use a headset that supports an RJ9 (Modular jack) interface for best results.**

- After connecting the Headset, press the **Headset** button.  The Headset button will light up and all incoming calls will now ring through to the Headset

##### 1) Switching to a Headset when on a call:

- Do **not** hang up Handset
- Put on the Headset
- Press the **Headset** button
- Hang up the Handset

#### Checking Your Voicemail

##### 1) From your phone:

- Lift Handset
- Press the **Voicemail Message** button 
- Follow the voice prompts to enter your Password (PIN) )  
OR
- Lift the Handset
- Dial your Company's VM Extension
- Enter Password (PIN)

##### 2) Using Absolute VOICE Web Portal:

- Log into your Absolute VOICE Web Portal
- Double-click the message to play through PC's speakers

##### 3) From outside line:

- Dial 877-282-4524
- Enter 10-digit Direct Dial number for your phone
- Enter your ID (Extension Number)
- Enter Password (PIN)

#### Voicemail Message Options

##### 1) Delete Voicemail Message:

- Tap 7

##### 2) Forward to another user's voice mailbox:

- Tap 8

Forward *without* introductory message:

- Tap 8

Forward *with* introductory message:

- Tap 1
- Record your introductory message
- Tap 2 to save the message
- Enter the Extension Number where the message is to be forwarded followed by #

##### 3) Rewind or Fast Forward a voicemail message:

- While listening to the message:
  - **Rewind** - Tap 4
  - **Fast Forward** - Tap 6

The message will rewind or advance a few seconds each time you tap the key.

- 4) **"Skip" the header announcement** and go directly to the message by tapping the pound (#) key.

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### Options Executed on the Phone

#### Changing Your PIN/Password, Your Name, and Recording Your Voicemail Greeting

- Using the keypad, enter the Voicemail Extension (usually 4000) from your phone
- Enter your PIN (Password) [ Default is 1234 ]
- At any point you may, press the 5 Key for Advanced Options

Changing your Name: Press 3 and follow the recorded directions

Changing PIN/Password: Press 6 and follow the recorded directions

Recording your Greeting: Press 1 and follow the recorded directions

#### Forwarding Your Phone

- Tap the **Menu Key** 
- Tap **Features**, then tap **Forward** in the left column (if you are not already in that option.)
- Tap the desired Forwarding Type:
  - Always** – Incoming calls are forwarded immediately
  - Busy** – Incoming calls are forwarded if you are on a call
  - No Answer** – Incoming calls are forwarded if you do not answer after a specified period

If you select **Always** or **Busy**:

- Tap the **On** Radio button
- Using the keypad, enter the number you want to forward incoming calls to in the **Forward To** Field
- Tap the **Save** Softkey

If you select **No Answer**:

- Tap the **On** Radio button
- Using the keypad, enter the number you want to forward incoming calls to in the **Forward To** Field
- Select the desired ring time to wait before forwarding the incoming call by tapping the **After Ring Time** Down Arrow 
- Tap to select the desired time interval
- Tap the **Save** Softkey

#### Activating Do Not Disturb on Your Phone

- Tap the red DND icon from the Home screen.   
No calls will be received and the red DND icon will appear at the top of the screen. Tap it again to deactivate.

#### Transferring a Call – Blind Transfer

##### 1) Transfer before answering:

- Tap the **Forward** Softkey
- Using the keypad, enter the number or extension the call is to be transferred to
- Tap the **Forward** Softkey again

##### 2) Transfer after answering:

- Tap the **Transfer** Softkey or press the **Transfer** button
- Using the keypad, enter the number or extension the call is to be transferred to
- Hang up the phone or Tap the **Transfer** Softkey or the **Transfer** button again

#### Transferring a Call – Attended (Warm) Transfer

- Tap the **Transfer** Softkey or the **Transfer** button
- Using the keypad, enter the number or extension the call is to be transferred to
- When the person answers, make the introduction, then
- Hang up the phone, or Tap the **Transfer** Softkey or the **Transfer** button again.

**NOTE: If you are using a handset you may also complete the transfer by simply hanging up the handset.**

**NOTE:** If there is no answer or the caller does not wish to be transferred to voicemail, tap the **Cancel** Softkey; the call will remain on hold. You may then choose to **Resume** the call or **Transfer** again.

#### Transferring a Call Directly to Another Extension's Voicemail

- Tap the **Transfer** Softkey or the **Transfer** button
- Using the keypad, enter \*10 plus the extension of the voice mailbox the call is to be transferred to
- Hang up the phone or Tap the **Transfer** Softkey or the **Transfer** button again

#### Transfer Incoming Call When already on a Call

- Tap the **Answer** Softkey to place current call on hold and answer the new caller; Tap the **Transfer** Softkey or press the **Transfer** button 
- Using the keypad, enter the number or extension and tap the **Transfer** Softkey or press **Transfer** button again
- You may then choose to **Resume** the call you were on or **Transfer** again.

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### How to Use Speaker Phone

#### 1) Before making a call:

- Begin dialing without picking up the handset

#### 2) During a call:

- Press the **Speaker** button 

### Using Redial

#### 1) Redialing the last number dialed:

- Press the **Redial** button twice 

#### 2) Redialing a previous number:

- Do **not** pick up the Handset
- Press the **Redial** button to see a list of your recent placed calls
- Tap the arrows to move up/down in the list
- Tap the desired line to place the call
- Pick up the Handset

### Conference Calling

- Dial the first party
- Once the first party has answered, tap the **Conference** Softkey
- Using the keypad, dial the second party
- After the second party has answered, tap the **Conference** Softkey, All parties should be connected

### Adding Contacts

#### 1) Adding a New Contact

- Tap the **Directory** Softkey 
- Tap the **Add** icon at the top of the screen 
- Tap the **Abc** Softkey to select the correct character set, case (upper/lower), or letter/number combination.
- Using the keypad, enter the name of the contact, pressing the key multiple times to locate the correct character.
- Press zero (0) to create a space
- Tap into the phone number fields to enter Office, Mobile, or Other numbers
- Account: Select a specific line or any line (Auto)
- Ringtones and photos may be added as well
- Tap Save

#### 2) Adding a Contact from previous caller still in History

- Tap the **History** Softkey
- Arrow up and down to highlight the a caller
- Tap the **Information**  Softkey on the line then tap **Add**
- Edit Contact information as above
- Tap **Save**

#### a) Deleting Characters:

- Use the right/left arrows to position the flashing cursor to the right of the character(s) to be removed

- Tap the Delete Softkey. (Acts as a backspace)

#### b) Editing Text:

- Tap the Information icon on the Contact to edit the contact information. Tap into the field to be edited
- Use the right/left arrow buttons to position the flashing cursor in the place where characters are to be added
- Use the keypad to enter information

### Company Directory

- Tap the **Directory** Softkey
- Tap the **Remote Phone Book** option
- Tap the **Company Directory** option
- Arrow up/down in the list to select the number
- Tap the appropriate row to dial

### Options Executed through the Absolute VOICE Web Portal:

### How to Change Your Status

- Look for your name in the upper right corner of any screen. (The word next to your name indicates the Status.)
- Click on the Down Arrow to the right of the Status. Select a new option

### How to Add a “Find Me” Status

- Click on the **Status** Submenu of the Phone Menu
- Add a Status named “Find Me” and select Ring Mode
- Add the number by selecting from the “Add a Number” dropdown list.

### Configuring a Feature Key for Speed Dial

- Click on the **Device** Submenu of the Phone Menu.
- Select (double-click) your phone
- Click the **Feature Name** Dropdown list associated with the Feature key to be programmed
- If Inactive, choose **Speed Dial**
- Type in the **Phone Number** to be dialed each time the button is pushed
- Type in the Display name in the **Label Override** field

**Note:** This can also be done on the phone by tapping the **Feature Key** on the phone, tapping **Speed Dial** as the **Type**, and entering **Label** and **Value** (phone number) information

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What do the icons on your phone mean?

Icons	Description
 (Flashing)	Registering
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Multi-lingual lowercase letters input mode
	Multi-lingual uppercase letters input mode
	Alphanumeric input mode
	Numeric input mode
	Multi-lingual uppercase and lowercase letters input mode
	Voice Mail
	Auto Answer
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Ringer volume is 0
	Received Calls
	Placed Calls
	Missed Calls
	Forwarded Calls
	Recording box is full

Email Absolute VOICE support at [support\\_request@callabsolute.com](mailto:support_request@callabsolute.com)

For additional assistance, the Absolute VOICE Support Team is ready to help at any time at:

Corpus Christi: 361-888-6776

San Antonio: 210-892-3800

Austin: 512-888-6776