

## WORLDSMART Features on Your LG Phone

### Voice Mail

To access voicemail from your LG Phone using the special access code:

- Dial 9999
- Enter your Extension followed by #
- Enter your PIN followed by #
- Follow the prompts to listen to old or new voicemails.

### Transferring Calls using #

During a call, press # followed by the number or extension to which the call is to be transferred.

### Blind Transfer

- Press the “more” soft key.
- Press “Bxfr” soft key.
- Dial the Phone number or extension
- Press “Call” to transfer the call

### Blind Transfer using # key

- During a call, press # followed by the number or extension to which the call to be transferred.

### Supervised Transfer

- During a call, press [Trns] soft key on the LG phone.
- Now, dial an Ext or DID and hit [call].
- After connecting call press [Trns] soft key to supervised transfer.

### Transferring to User’s Voicemail

WORLDSMART allows you to transfer an ongoing call directly to the voicemail of one of your colleagues. To do this on your LG Phone:

- Press #\* followed by user’s extension.
- This sends your caller to the voicemail box of your colleague, and the call disconnects on your phone.
- During an ACD call, press # 2 # followed by the number or extension to forward a call directly to a user’s Voicemail.

### Support Information

Enjoy using your Phone! For any queries, contact WORLDSMART support at: [support@panterrannetworks.com](mailto:support@panterrannetworks.com) or call us at: 800 805 0558 (option 2). Or simply dial 611 from your Phone.

WORLDSMART™



Quick Start Guide for LG 6830

### In This guide

- ▶ Configuring your LG Phone
- ▶ Using your LG Phone
- ▶ WORLDSMART features on your LG Phone



Congratulations on your purchase of LG 6830 phone. Use this Quick-Start to set up your phone and to learn how to use it.

## WORLDSMART Features on Your LG Phone

### Transferring ACD Calls using #

- During an ACD call, press # 1 # followed by the number or extension to which the call is to be transferred.

Note: This type of transfer work for calls that come through the Auto attendant of your PBX, through a DID or through Extensions.

### Parking Calls

- Dial #9996.
- The IVR announces the Virtual extension where the call is parked. On your phone, the call will immediately disconnect.
- The caller will hear music on hold.
- The call will remain parked for 300 seconds.
- Any WORLDSMART user in your account can pick up this call by dialing the announced virtual extension.
- You can inform one of your colleagues to pick up the parked call. Or you can pick up the call.

### 3-Way Conferencing

To establish a three-way conference:

- Dial an Ext/ DID from LG phone and accept the call.
- Select the --> button on the phone and chose [Conf]
- Dial an Ext/ DID and hit [call].
- After connecting call press [join] soft key to initiate 3 way conference.

### ACD Login

- Dial 9997
- When prompted, enter your user code and password. User code is the same as your WORLDSMART PBX extension.
- Enter your password followed by the # key. Password is by default the same as your Voicemail PIN. Press 1 to login or 2 to logout.
- When valid code and password are used, you get the “Agent logged in” message.

### DND (Do Not Disturb)

To set DND (Do Not Disturb) on your LG phone:

- Press [DND] to enable Do Not Disturb and prevent the phone from ringing on incoming calls.
- A text on the display indicate that Do Not Disturb is on.
- Calls received while Do Not Disturb is enabled are logged in the Missed Call list.
- To turn off Do Not Disturb, press Do Not Disturb again.

### Diverting Calls

To divert all calls coming to your LG to another destination:

- Press -> soft key and press [CFwd] soft key from the display.
- Press [Next] soft key to select the condition for diverting the call. Press [OK].
- Enter the number or URL to which you wish to divert all future incoming calls. Press [Mode] soft key to switch between letters and numbers.
- Press [OK] to confirm Call Forwarding.
- Idle display returns with “Fwd to” to confirm Call Forwarding enabled.

To turn call divert off:

- Press -> soft key and press [CFwd] soft key from the phone's idle display.
- Call Forwarding is disabled after [CFwd] soft key is pressed.
- Idle display returns and the line indicator now displays the regular icon.

### Accessing voicemail

Using the Messages button on the LG Phone:

Received messages are indicated by a flashing MWI and “missed call(s)” notification may also display on the phone screen.

To listen to voicemail

- Press -> and press [MSG] soft key.
- Press [Dial] soft key to access voicemail.
- Follow voice prompts to listen to messages.

