



PLACE A CALL

Dial **9** to get an Outside Line then dial your number

DIAL INTER OFFICE

Just dial the extension number

TRANSFERRING CALLS

BLIND TRANSFER

1. With a call in progress, press **TRANSFER**.
2. When you hear dial tone, dial the number to which the call is to be transferred. *(If you are transferring to a cell phone or outside number, remember to dial 9 first)*
3. Then press **COMPLETE** to complete the process.

ANNOUNCE TRANSFER

1. With a call in progress, press **TRANSFER**.
2. When you hear dial tone, dial the number to which the call is to be transferred. *(If you are transferring to a cell phone or outside number, remember to dial 9 first)*
3. Stay on the phone until the person Answers then announce the call *(if the party you're calling does not answer; press DROP to stop the transfer)*
4. Then press **COMPLETE** to complete the process

EXTN PAGE TRANSFER

1. With a call in progress, press **TRANSFER**.
2. When you hear dial tone, dial * followed by the Ext number to which the call is to be transferred.
3. Then press **COMPLETE** to complete the process

Transfer call direct to Voicemail

1. With a call in progress, press **TRANSFER**.
2. When you hear dial tone, dial # followed by the Ext number to which the call is to be transferred.
3. Then press **COMPLETE** to complete the process

LAST NUMBER REDIAL

1. Press **REDIAL** button.
2. Choose number in display and press the soft key to the left or right of the number you want to dial
3. Use the < > buttons to display more options

CONFERENCE CALLING

ADDING CALLERS

1. With a call in progress, press **CONFERENCE**
2. When you hear dial tone, dial the number or Ext of the person you want to add
3. When they Answer, press **CONFERENCE**
4. Repeat steps 2 and 3 to add more callers

DROPPING CALLERS

1. With the conference in progress, Press **DROP**
2. Press >>> on the display to toggle thru callers
3. Press **DROP** when you see the caller you want to remove from conference

PLACING A CALL ON HOLD

PRIVATE HOLD

1. With a call in progress, press **HOLD**.
This will put the call on hold on your phone only

PUBLIC HOLD

1. With a call in progress, press **PARK 1**
 - *All phones will have a underline on Park1 indicating a caller holding*

SETTING UP YOUR VOICE MAIL

- 1) From any phone dial *17
- 2) Enter you extension number followed by #
- 3) When prompted for a password, dial #
- 4) Follow the prompts to change your password
- 5) Follow the prompts to record your name for the dial by name directory. *This is not your greeting*
- 6) You may now exit and you will have a system greeting using your recorded name OR press 3 to record a custom greeting

ACCESSING YOUR VOICE MAIL

FROM YOUR PHONE

1. Dial the Envelope Key on your phone
2. You will now have visual voice mail instructions on your display

NOT FROM YOUR PHONE

1. Dial *17
2. Enter your **EXTN** followed by #
3. Enter your password followed by #

FOR HELP AND SUPPORT – DIAL * 9 9