



**MAKE A CALL** No prefix is needed. Just dial the ten or eleven-digit number then press SEND or POUND KEY (#)

*TIP: When making any call, if you dial the number first then lift the handset or press the speaker button, the phone will automatically dial the number!*

**ANSWER A CALL** While the phone is ringing, simply lift the handset or press the ANSWER key the appears in the display. If on a call, press the flashing CALL key to answer the other call. Or press the ANSWER key. The first call will automatically be put on hold. You can now toggle between the two calls.

If your phone does not have CALL keys and you are on a call and would like to answer to next incoming call, press the ANSWER key. This will put the current on hold and answer the second. You can use the SWAP key to toggle between calls.

**HOLD** Press the HOLD key to place a call on hold on your phone only. Press it again to retrieve the call. Pressing the active CALL key places that call on hold and automatically access the next available CALL key to make another call. Useful in consultation scenarios.

**TRANSFER** To transfer an active call, press the TRANSFER key then... **Blind Transfer** Press B TRANSFER and hang up.

**Announced Transfer** Dial the party and press POUND(#). Wait for the party to answer, speak, then hang up to complete the transfer.

If the party refuses the call press CANCEL then press the flashing CALL key to speak to the caller.

**Direct Voicemail Transfer** Press TRANSFER, dial \*12 + Extension number, then hang up.

**CALL PARK** Allows you to retrieve a “system hold” call. Each phone is programmed with park keys. To park an active call, press the available PARK button (lit green) while on the call. The system will place the call on the selected button. The call can now be retrieved by pressing the same PARK key (now lit red) from any phone.

**CONFERENCE** To make an ad-hoc conference, press CONFERENCE while on an active call then dial the next party. When the party answers press CONFERENCE again. All parties are now connected.

**DO NOT DISTURB** When DND is activated all calls go directly to voicemail and do not ring your phone.

**ARROWS AND OK KEYS** Allow you to browse thru various options while using HISTORY, DIRECTORY and MENU, etc.

**HISTORY** Activates the call log showing missed, placed and received calls. Use the Arrow and OK keys to scroll thru the entries.

**Queue Log In/Out** To join a queue you are a member of, dial the following:

Log in or out: \*7 plus queue number

Pause or unpause but stay logged in: \*07 plus queue number

The user will then hear a confirmation message.

## VOICEMAIL SETUP

Default password is your extension number or 4747.

Log into your mailbox: From any system phone dial \*2 plus your extension number, then press SEND. or press the MESSAGE key from your own phone.

Enter extension number then # key. Enter password then # key.

**To record your personal greeting**, press 2. Press 0 to record the default greeting. Record the greeting then press #. Press 1 to save. The system will disconnect you.

At a later time, you can go in and record the other personal greetings as need.

**To record your name to be used in the directory**, log back in, and press 5 to record your name. When finished press # key. Press 1 to save. The system will disconnect you.

**To change your mailbox PIN code**, press 4. Enter the new code, press #. Enter the new code again, press #. The system will disconnect you.