

## Making a

### DO NOT DIAL 9

1. Lift Handset
2. Dial Number+#
  - a. # sends call faster



## Answering a Call:

1. While Call is Ringing Lift Handset
2. If answering a second call simply press **ANSWER** key
  - a. First call will *automatically be placed on HOLD*
3. *If using a Wireless headset Turn the Headset on First then press the Headset button on the Phone to Answer the call*

## Picking up a Call on HOLD:

1. Press the Flashing line Key
  - a. 1<sup>st</sup> Press will show you who is on Hold
  - b. 2<sup>nd</sup> press will pick up the call

## Transfer a Call:

1. With the caller on the line
2. Press **Transfer**
  - a. BLIND TRANSFER - Dial The Extension+#

- b. ANNOUNCE TRANSFER - Dial Extension press **DIAL KEY** under Display Wait to Announce Call **HANG-UP** to complete Transfer

### **Conference Call:**

1. With 1<sup>st</sup> Person on the line Press **CONF** button
2. Dial 2<sup>nd</sup> Person ( Internal or External )
3. With 2<sup>nd</sup> person of the phone press the **CONF** button
4. All Parties are connected

### **Park a Call:**

1. With the Caller on the Line
2. Press any available **PARK KEY**
  - a. Available **PARK** Keys will be lit **Green**
  - b. Used **PARK** Keys will be lit **Red**

### **Pick-Up a Parked Call:**

1. From any telephone
2. Lift Handset
3. Press **Red PARK** key
  - \*\*If answering from an Analog Phone or phone with no park key
    - Lift Handset and Dial **6901** for **Park 1**
    - Lift Handset and Dial **6902** for **Park 2**
    - Lift Handset and Dial **6903** for **Park 3**

### **Hands-free Intercom:**

1. Lift the Handset
2. Press **Intercom** Key
3. Dial **XXX#** (Example 201#)
  - a. Alternatively:
  - b. Lift Handset
  - c. Dial **\*5XXX#** (Example \*5201#)

### **Transfer a Call to Voicemail:**

1. With the caller on the line
2. Press **VM Xfer** Key
3. Dial the **Extension Number+#** (Example VM Xfer+201+#)
4. Hang-Up

### **To Leave a Message without Ringing the Phone:**

1. Dial **\*\*XXX#** (Example \*\*201#)

### **To Access Your Voicemail and Record Greeting:**

1. Press **Voicemail** Button (Envelope Button)
2. **Enter Security Code** (Same as you extension number)
3. Press **0**
4. Follow Instructions for recording
  1. **Unavailable greeting**
  2. **busy greeting**
  3. **Record name**
  4. **Temporary greeting ( must delete it to turn off) 4 then 2)**
  5. **Change password**