



Making a Call: **DO NOT DIAL 9**

1. Lift Handset
2. Dial Number+# or (dial soft key)
 - 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. 1st Press will show you who is on Hold
 - b. 2nd 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 – Press an available line key

The first line will be placed on hold.

Dial Extension and # or press the extension button- (announce the call)

Press the transfer key.

Press the flashing original line (transfer complete)


- If the user rejects the call press the flashing line key.

c. **To transfer a call directly to voice mail**

Press transfer soft key.

Dial * and dial the extension and # (or press ext button)

Conference Call:

1. With 1st Person on the line Press **CONF** button 
2. Dial 2nd Person (Internal or External)
3. With 2nd person of the phone press the **CONF** button
4. All Parties are connected
5. Note: if originator hangs up all parties are disconnected

Park a Call:

1. With the Caller on the Line
2. Press the call park soft key and then 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**

Lift Handset and Dial **6901** for **Park 1**

Lift Handset and Dial **6902** for **Park 2**

Lift Handset and Dial **6903** for **Park**

Page Dial the page code 6000

Hands-free Intercom:

1. Lift the Handset
2. Press the intercom key or Dial *80
3. Dial **XXX#** (Example 201#)
 - a. Alternatively:
 - b. Lift Handset
 - c. Press the intercom (or Dial ***80**) and **press the extension button**

To Leave a Message without Ringing the Phone:

1. Dial ***XXX#** or (Example *201#)
2. * and the extension key
3. Or press * and the extension button

To Access Your Voicemail and Record Greeting:

1. Dial *97 or press a **Voicemail** 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**