MAKING CALLS

Internal Calls
1. Lift handset
2. Dial extension number

External Calls
1. Lift handset
2. Dial 9 + outside number

Using Headset
1. Press the HEADSET key to answer and hang up

ANSWERING CALLS
- Internal calls will have double ring
- External calls will have single ring

Ringing Calls
1. Lift handset, press SPEAKER or HEADSET

Send Call Directly to Voicemail:
1. When receiving an incoming call, press TO VM soft key

To Answer a 2nd Call:
1. Press the 2nd CALL button, the first caller is automatically placed on Hold.

TIP: To toggle between two calls, press the Call key for the caller you want to talk to.

REDIAL
Stores 20 recent calls in history
1. Press HISTORY
2. Press \ or A on the WHEEL to search recent missed calls
3. Press DIAL SOFTKEY to call
TIP: Press the MORE to Filter missed calls.

HOLDING CALLS
With a call in progress
1. Press HOLD
2. To answer: Press flashing call key

TIP: Phone will have a short ring burst after 10 secs as reminder and then every 60 secs

TRANSFERRING CALLS
With call in progress
1. Press the TRANSFER key
2. Dial extension number
3. Hang up OR remain on the line to announce the call. Press YES to complete or CANCEL to return to caller
4. To transfer to a user’s mailbox:
   A: Press the TRANSFER key
   B: Dial extension number
   C: Press MORE soft key, then TO VM soft key (hint: these last 2 steps must be done quickly)

3 PARTY CONFERENCE CALL
1. Establish first call
2. Press 2nd call key for dial tone
3. Dial extension or 9 + outside number and get second caller on the line
4. Press JOIN soft key
TIP: Press SHOW soft key to show all parties on conference.

DIRECTORY
1. Press DIRECTORY key
2. Press \ or A on the scroll bar to search OR search via alpha-numeric keypad name entry
3. Press DIAL soft key to call

CALL PICKUP
1. Press PICKUP soft key
2. Enter ringing extension number

PARK / UNPARK
Places a call on hold at another extension:
1. Press PARK soft key
2. Dial EXT to park call
3. Press PARK soft key again

Unpark Call:
1. Lift handset
2. Press UNPARK soft key
3. Dial EXT where call is parked
4. Press UNPARK soft key again
TIP: Unpark may also be used to retrieve a call on hold at another ext.

VOICEMAIL SETUP
1. Press VOICE MAIL key
2. Enter your EXTENSION
3. Enter default password: 1234 #
4. You will be prompted to enter NEW PASSWORD
5. You will be prompted to record your NAME
6. Press 7 to record a PERSONAL GREETING (press 1 to listen to the greeting and # to accept it)

ACCESSING VOICEMAIL
From your extension:
1. Press VOICE MAIL key
2. Enter your password, press OK.
3. Use the WHEEL to choose a message, press PLAY, PAUSE, SKIP BACK, FWD, STOP.

From an external number:
1. Dial your DID, when voicemail answers, press #
2. Enter your extension
3. Enter your password, press #