

## PLACE A CALL

Dial 8 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 8 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 8 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.

### EXT 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 through 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 **PARK 1** indicating a caller holding)*

## SETTING UP YOUR VOICEMAIL

1. From any phone dial 2380.
2. Enter your 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 VOICEMAIL

### FROM YOUR PHONE

1. Press the **ENVELOPE** key on your phone.
2. You will now have visual voicemail instructions on your display.

### NOT FROM YOUR PHONE

1. Dial 2380.
2. Enter your EXT followed by #.
3. Enter your password followed by #.

## TO LOGIN FOR THE FIRST TIME

1. Dial #17
2. If you are dialing from your own extension, press #. Otherwise enter your extension number and press #.
3. If a password has not been set yet press #. You are then asked to enter a new password.
  - If a password has been set, enter your password and press #.
4. Enter a new password and press #. Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.
5. Re-enter the new password and press #.
  - You can change the password again at a later date.
6. Record your name when you are prompted. You can record your name again at a later date.
7. Press 1 and at the tone, speak your name.
8. Press 1 again. Your recording is played back.
9. Either press # to accept the recording or 1 to record again.
10. After you login, the voice prompts tell you what to do. A summary of many of the options is given in Summary of Mailbox Options.
  - Press \*4 for help at any time.
  - Press \*7 to return to the activity menu.
  - Press # at the end of a menu to return to the previous menu.

## TO LOGIN REMOTELY

1. Call your company and ask to be connected to a number that will go to voicemail. This means a number that will not be answered by a person, for example, your own extension number.
2. Wait for the voicemail system to respond and ask you to leave a message.
3. After the tone, do not leave a message but press #. In some cases you may hear the prompt No message to save.
4. Dial \*7. You are asked to select the mailbox that you require.
5. Enter your own extension number and press #.
6. When prompted enter your mailbox password and press #. You will hear a summary of your voicemail messages as normal.