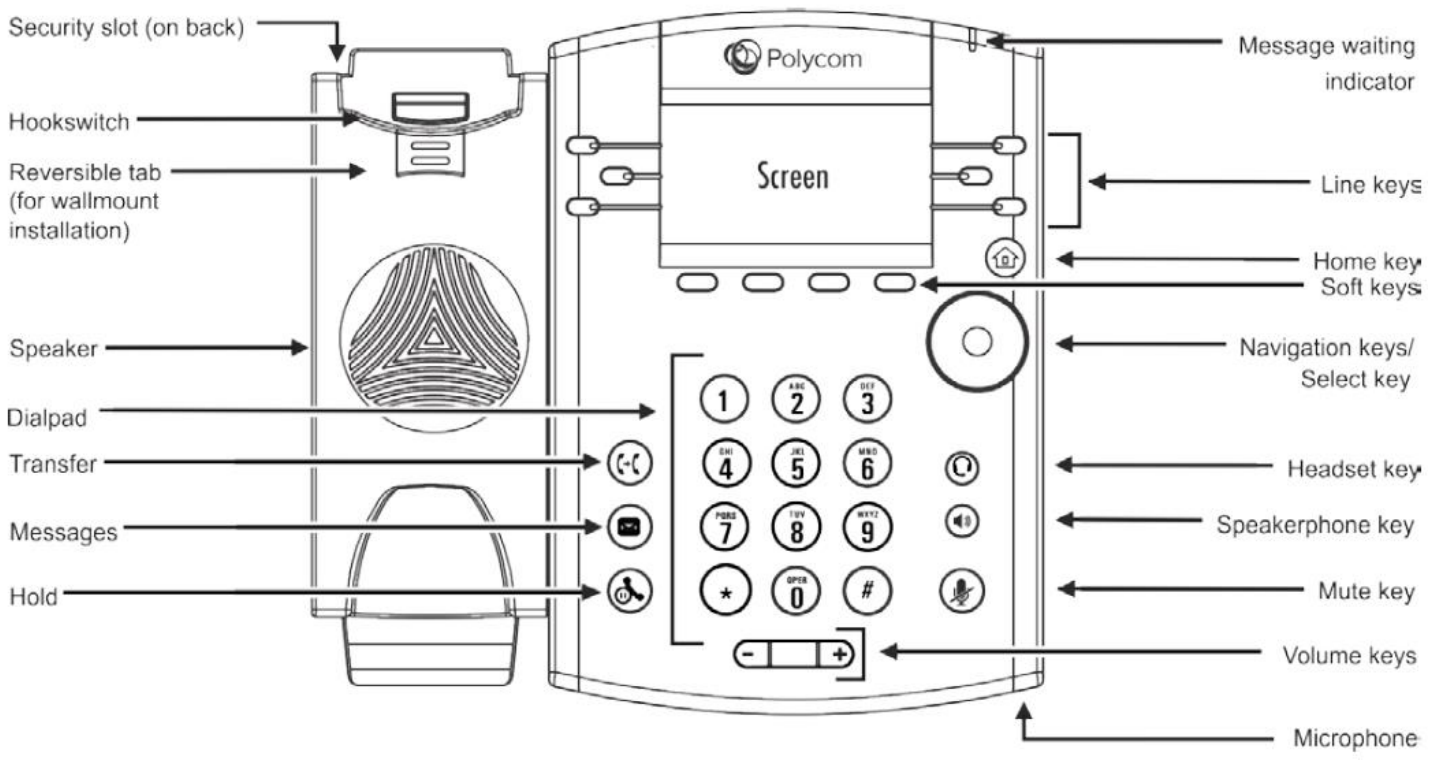# Phone Directions

Making outside calls:

Lift handset, Dial your 10 digit number (the 1+ is optional).
For extension to extension calls; lift handset, dial 4 digit extension, press "Dial" or "Send" softkey.
For speaker phone calls, press the speakerphone key and dial the number.
Press the "End Call" softkey to hang up or hang up (if speaker phone press the speakerphone button)

Intra-Company Call:

Lift handset or press the speakerphone key and dial he extension number, then press the "Dial" or the "Send" key. The called extension will ring. If not answered, call will go to voicemail.

Transferring calls:

When transferring a call, you have 2 options. The first is called **Announce the Call Transfer,** this allows you to talk to the person you are transferring the call to, before the transfer is completed. The second option is called an **Immediate or Blind Transfer,** this transfer option doesn't allow you to talk to the person you are transferring to and is an immediate transfer.

Transferring a Call - Announce the Call

With a call in progress, press the Transfer Button or the "Transfer" softkey, dial extension (or outside number). Wait for the called party to answer to announce the call, when you are finished with the announcement, hang-up. To cancel the transfer, press the "Cancel" softkey.

Transferring a Call - Immediately or Blind Transfer

With a call in progress, press the Transfer Button or the "Transfer" softkey, press the "Blind" softkey, dial extension (or outside number), hang-up.

IMPORTANT: When using the Announce the Call Transfer, you must stay on the line until the person answers. The Caller ID will display the your name and number **NOT** the person you are transferring.

3 Way Conference Call:
With the 1st party on the line, press the "More" soft key and then "Confrnc" softkey. Dial 2nd party (extension or outside call), when the 2nd party answers press the "More" soft key and then "Confrnc" softkey again.

Directed Call Pickup:
With call ringing on another phone, dial *8 and the extension number, then press the "Dial" or "Send" softkey.

Park and Pickup:
To park a call, press one of the Park buttons.
To pick up a Parked call, press the corresponding Park button.

Paging:
To page the all of the phones in your immediate office, press the Paging softkey. (paging is not supported between offices without special equipment)

Call Forwarding:
Press the "Forward" softkey. Select the Forwarding Type. If a forwarding number is not listed, enter the number to forward. Press the Enable softkey.
Fwd: (number forwarded to) will display in the top right-hand corner

View Recent Calls:
To view review recently **Placed** calls press the RIGHT arrow on the Navigation key
To view review recently **Missed** calls press the DOWN arrow on the Navigation key
To view review recently **Received** calls press the LEFT arrow on the Navigation key

Use the navigation key to select a number. Press the "info" softkey for more information. Press the "Dial" softkey or the select key to dial the highlighted number. Press the left arrow to go back.

Contact Directory:
The Contact Directory allows you to store phone numbers in the phone. You can set any number of these as a favorite.
Press the Home button, press the right arrow on the navigation key to highlight Directories and press select Key
Press the Select Key or the 1 key to select Contact Directory.
To add a new Contact, Press the Add softkey. Use the Navigation and Number Pad to enter the contact information.
To dial a contact, Press the Dial softkey

View Favorites:
To view the Favorite Contacts press the UP arrow on the Navigation key.

Voicemail Directions

Calling Voicemail from your extension:
Press the "Message" key, or dial * and your extension then press the "Dial" key. (The default password is your extension number).
Note: you must change the password to be other than your extension, otherwise the voicemail system will continue to ask you to change the password each time you call in.

Quick Transfer to Voicemail:
With the caller on the line, press the "Transfer" softkey, then dial the extension plus *, Press "Dial", than hang up.

Accessing Voicemail from outside the company:
Call your main number, when the auto attendant answers dial * and your extension. Follow prompts to retrieve your voicemail.

Voice Mail Menu

Voicemail TOP MENU	SUB MENU	SUB MENU
1= Listen to messages	Listen to Messages 3 = Advanced Options 5= Repeat current message 7= Delete current message 8= Forward current message to another user 9= Save message to a folder *=Help (replay current menu) #= Exit Voicemail System	Advanced Options Sub menu 1= Send reply to current message 3= Listen to current message envelope 5= Leave a message *= Return to main menu
2= Change Folders	Change Folders 0= New message folder 1= Old message folder 2= Work message folder 3= Family message folder 4= Friend message folder	Once a folder is chosen you will be taken directly to the Top Menu.
3= Advanced Options	Advanced Options 1= Send reply to current message 3= Listen to current message envelope 5= Leave a message *= Return to main menu	1= Enter an Extension 2= Use the Directory
0= Mailbox Options	Mailbox Options 1=Record Unavailable message 2= Record Busy Message 3= Record Name 4= Manage temporary Message 5= Change Password *= Return to main menu	Recording messages: Record message then press # 1= Accept your recorded message 2= Listen to your recorded message 3= Re-Record your message
*= Help (Replay current menu)		
#= Exit Voicemail System		