

PLACING A CALL

Using the Handset: Pick up the handset. Enter the phone number, wait a few seconds and the call will process.

Or enter the phone number first, then pick up the handset.

Using the hands-free Speakerphone: With the handset on-hook, press the speaker key, or any assigned line key. Then, enter the number.

Dial the number, and then press or **Dial** key.

ANSWERING A CALL

Using the Handset: Pick up the handset.

Using the hands-free Speakerphone: Press the line key or the **Answer** soft key.

***Incoming calls may be denied by pressing the **Reject** soft key during ringing. ** - calls go to voicemail*

REDIAL

From the touch screen tap the number you would like to call from the list

Navigate to the desired number, and press the **Dial** soft key.

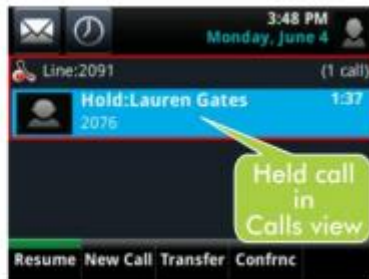
Press *69 for Call Return, to dial the last incoming number.

CALL HOLD AND RESUME

From Active Call, Lines, or Calls view, tap Hold. If you're in Calls view, be sure to highlight the call first.

From Lines view, tap Resume. If there's more than one held call on the line, the last call that you held will be resumed. If you have multiple lines and you tap Resume, the last call that you held — on either line—will be resumed

From Calls view, tap the call to highlight it, and tap Resume.



CONSULTATIVE CALL TRANSFER

The default transfer mode is Consultative. Consultative (Attended) transfer allows you to speak to the party you are transferring to.

1. During a call, press the **Transfer button** (the active call is placed on hold).
2. Dial the number or extension of the person you wish to transfer to press **Send** or wait
3. After speaking with the second party press the **Transfer** key to complete the transfer.

BLIND CALL TRANSFER

A Blind Transfer allows you to transfer the call without speaking to the second party

1. During a call, press and the **Transfer** button
2. Dial the number or extension of the person you wish to transfer to and then press send
3. Press **transfer** again – the transfer will complete.

CALL TRANSFER TO VOICE MAIL

1. During a call press the **Transfer** soft key (the active call is placed on hold).
2. Dial *99 - Enter the desired extension and press **Transfer**. Hang up.
2. Enter a number to forward all future calls to, then press #.

LOCAL CONFERENCE CALLS

To create a three-way local conference call:

1. Connect to the first party.
2. Press the **Confnc button** to create a new call (the active call is placed on hold).
3. Press **Dial** to place a call to the second party.
4. When the second party answers press the **Confnc** soft key again to join all parties in the

Conference Behavior:

- Placing the conference call on hold will place the other conference parties on hold.
- By pressing the **End Call** key or hanging up, the other parties will still be connected.

CALL FORWARD

To enable call forwarding:

1. Press the **Forward** soft key
2. Next, enter the destination number. (number you are forwarding to), then press #
3. To disable call forwarding: press the **Forward** soft key.

** Call forwarding is set as Call Forwarding Always – all calls will forward to the number you set.

** Call forwarding can be enabled/disabled by using the feature access code, *74

VOICE MAIL

A voice mail icon on the screen and a stutter dial tone indicate one or more new voice mail messages. **DEFAULT VOICEMAIL PASSWORD IS 362673**

To listen to voice messages:

1. Press the **Vmail** soft key
2. Enter your password, followed by #. Follow the voice prompts

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| ** You can also access voicemail by pressing *97 |
| VOICE MAIL MENU |
| Main Menu |
| Hear new messages - Press 1 |
| Advanced Options - Press 5 |
| Exit Voicemail - Press * |
| During Message Menu |
| While listening to a message press: |
| Listen to the message from the beginning - Press 1 |
| Save Current Message - Press 2 |
| Return the call - Press 5 |
| Delete message - Press 7 |
| Forward the message - Press 8 |
| Forward the message to your email - Press 9 |
| Advanced Options |
| Record greeting (can record up to 9 different greetings) - Press 1 |
| Choose the greeting - Press 2 |
| Record Name - Press 3 |
| To change password - Press 6 |
| To go back to the main menu - Press 0 |