

## Attended Transfers

1. While on the call, press the Transfer button
2. Enter in the extension number or the outside number
3. Announce the call
4. Press the Transfer button, or press the Cancel button to be reconnected to the original caller

## Voicemail Transfers

1. While on the call, press the Transfer button
2. Enter "\*" + the extension number
3. Press the Transfer button

## Hold

1. While on a call, press the Hold button
2. Press the Resume key to continue
3. If multiple calls are on hold, use the up and down arrow to switch between them

## Primary Voicemail Retrieval

1. Press the Messages button (or dial \*97)
2. Dial your password

## Accessing Other Voicemail boxes

1. Dial \*98
2. Dial the extension
3. Dial the password

## Speed Dials

1. Press the Directory button
2. Press 1 for Local Directory
3. Press 1 for Contact
4. Highlight desired contact and select Dial

## Viewing Call History

1. Press History

## Do Not Disturb

1. Press DND (Do Not Disturb)

## Conference Calling

1. While on a call, press the Conference button
2. Dial the extension or external number
3. When the second party answers, press the Conference button again



## Call Parking

1. While on the call, press the soft Park button. If you do not have a Park button press the Transfer button
2. Dial 700
3. Press the Transfer button again
4. The system will read aloud the extension the call is parked on (701 – 710).

## Call Forwarding

1. Enabling Call Forwarding
  - a. Press the Forward button
  - b. Choose Always, No Answer or Busy option
  - c. Enter the phone number or extension to forward calls to
  - d. Press Enable
2. Disabling Call Forwarding
  - a. Press the Forward button
  - b. Choose Always, No Answer or Busy option
  - c. Press Disable

## Retrieve a Parked Call

1. Select the programmable button on the right that is red. Or dial the extension of the appropriate parked call (701 – 710).

## Ring Volume

1. Press the "-" or "+" buttons located on the bottom of the keypad

## Call Volume

1. While on a call press the "-" or "+" buttons located on the bottom of the keypad