

PLACING A CALL

Using the Handset: Pick up the handset, and then dial the number. Or, dial the number first, and then pick up the handset.

Using Speakerphone: Press the **Speaker** key, then dial the number. Or press the **Line** key and dial the number. (there may be up to a 4 second delay before the phone starts the call)

ANSWERING A CALL

Using the Handset: Pick up the handset.

Using the Speakerphone: Press **Speaker** button or **Line** key, or the **Answer** soft key.

***Incoming calls may be muted by pressing the **Ignore** soft key during ringing. ** The call can still be answered or will go to voicemail after 3 rings*

ENDING A CALL

Depending on the call mode Press: **Speaker** or hang up the handset. Or, Press the **EndCall** soft key.

CALL HOLD AND RESUME

During a call press the **Hold** button. To resume the call, press the **Resume** soft key, the **Line** key, or the **Hold** button.

CALL TRANSFER

During a call press the **Trnsfr** soft key (the active call is placed on hold).

**** Two transfer types are available: Normal and Blind ****

Normal: Dial the extension of the party to which you want to transfer the call, press **Dial** or #.

After speaking with the second party press the **Trnsfr** soft key to complete the transfer.

Blind: Place a call to the party to which you want to transfer the call, press **Dial** or #, then hang up

VoiceMail: press the **Trnsfr** key, press **Blind**, then dial *99 and the number you wish to transfer the call to, followed by the # key.

LOCAL CONFERENCE CALLS

To create a three-way local conference call:

1. Connect to the first party.

2. Press the **Conf** soft key 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 **Conf** soft key again to join all parties in the conference.

Conference Behavior:

- Placing the conference call on hold will place the other conference parties on hold.

By pressing the **End Call** soft 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

** You can also access voicemail by pressing *97

VOICEMAIL MENUS

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