

<b>PLACING A CALL</b>
<p><b>Using the Handset:</b> 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.</p>
<p><b>Using the hands-free Speakerphone:</b> 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 <b>Dial</b> key.</p>
<b>ANSWERING A CALL</b>
<p><b>Using the Handset:</b> Pick up the handset.</p>
<p><b>Using the hands-free Speakerphone:</b> Press the line key or the <b>Answer</b> soft key.</p>
<p><i>**Incoming calls may be denied by pressing the <b>Reject</b> soft key during ringing. ** - calls go to voicemail</i></p>
<b>REDIAL</b>
<p>Using the Direction Pad, press the right arrow (Placed Calls). Navigate to the desired number, and press the <b>Dial</b> soft key. Press *69 for Call Return, to dial the last incoming number.</p>
<b>CALL HOLD AND RESUME</b>
<p>During a call press the <b>Hold</b> key. Press <b>Hold</b> again or the <b>Resume</b> soft key or the line key to resume the call</p>
<b>CONSULTATIVE CALL TRANSFER</b>
<p>The default transfer mode is Consultative. Consultative (Attended) transfer allows you to speak to the party you are transferring to.</p>
<ol style="list-style-type: none"> <li>1. During a call, press the <b>Transfer</b> button or soft key (the active call is placed on hold).</li> </ol>
<ol style="list-style-type: none"> <li>2. Dial the number or extension of the person you wish to transfer to press <b>Send</b> or wait</li> </ol>
<ol style="list-style-type: none"> <li>3. After speaking with the second party press the <b>Transfer</b> soft key to complete the transfer.</li> </ol>
<b>BLIND CALL TRANSFER</b>
<p>A Blind Transfer allows you to transfer the call without speaking to the second party</p>
<ol style="list-style-type: none"> <li>1. During a call, press and the <b>Transfer</b> button or soft key</li> </ol>
<ol style="list-style-type: none"> <li>2. Dial the number or extension of the person you wish to transfer to and then press send</li> </ol>
<ol style="list-style-type: none"> <li>3. Press <b>transfer</b> again – the transfer will complete.</li> </ol>
<b>CALL TRANSFER TO VOICE MAIL</b>
<ol style="list-style-type: none"> <li>1. During a call press the <b>Transfer</b> soft key (the active call is placed on hold).</li> </ol>
<ol style="list-style-type: none"> <li>2. Dial *99 - Enter the desired extension and press <b>Transfer</b>. Hang up.</li> </ol>
<b>LOCAL CONFERENCE CALLS</b>
<p>To create a three-way local conference call:</p>
<ol style="list-style-type: none"> <li>1. Connect to the first party.</li> </ol>
<ol style="list-style-type: none"> <li>2. Press the <b>Conf</b> soft key to create a new call (the active call is placed on hold).</li> </ol>
<ol style="list-style-type: none"> <li>3. Press <b>Dial</b> to place a call to the second party.</li> </ol>
<ol style="list-style-type: none"> <li>4. When the second party answers press the <b>Conf</b> soft key again to join all parties in the</li> </ol>
<p><i>Conference Behavior:</i></p>
<ul style="list-style-type: none"> <li>• Placing the conference call on hold will place the other conference parties on hold.</li> </ul>
<p>By pressing the <b>End Call</b> soft key or hanging up, the other parties will still be connected.</p>

<b>CALL FORWARD</b>
To enable call forwarding:
1. Press the <b>Forward</b> soft key
2. Next, enter the destination number. (number you are forwarding to), then press #
3. To disable call forwarding: press the <b>Forward</b> 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
<b>VOICE MAIL</b>
A voice mail icon on the screen and a stutter dial tone indicate one or more new voice mail messages. <b>DEFAULT VOICEMAIL PASSWORD IS 362673</b>
<b>To listen to voice messages:</b>
1. Press the <b>Vmail</b> soft key
2. Enter your password, followed by #. Follow the voice prompts
** You can also access voicemail by pressing *97
<b>VOICE MAIL MENUS</b>
<b>Main Menu</b>
Hear new messages - Press 1
Advanced Options - Press 5
Exit Voicemail – Press *
<b>During Message Menu</b>
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
<b>Advanced Options</b>
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