Phone System
Quick Reference Guide

Initial Voicemail Setup

1. Press the message button  and enter your PIN, then # when prompted. (Default: 9876)
2. Press 9 for options.
3. Press 8 to record your Personal Greeting and follow the prompts. After you say your greeting, press #. After pressing #, the system will prompt you to save the greeting you just recorded by pressing 0. You can record the greeting again by pressing 1. You can listen to what you recorded by pressing 2.
4. To be included in the call-by-name directory, you must record your name. After recording your greeting in option 8, use option 5 to record your name. Follow the same instructions from step 3 above for recording this file.
5. To change your PIN, repeat step 1, then press 7 to set your PIN.

Checking Voicemail

1. Press the message button  and enter your PIN followed by # when prompted.
2. Press * to play messages.
3. You will be given options for each message after listening.

** To check another mailbox, press # during the prompt to enter your PIN. You will then be prompted to enter the mailbox (Extension Number) you wish to check followed by the PIN for that mailbox.

Making A Call Using The Handset

1. Dial the desired extension or phone number.
2. Lift the handset or press the **SEND** softkey at the bottom of the screen or the # symbol.
3. To end the call, simply hang up.

Making A Call Using The Speakerphone

1. Leave the handset on the hook.
2. Dial the desired extension or phone number.
3. Press the **SEND** softkey at the bottom of the screen or the # symbol.
4. To end the call, press the **END CALL** softkey on the screen or the speaker button. 

Place A Call On Hold

*** Hold keeps the call on your phone only. If you need to pick up the call elsewhere, use the Park feature described in the next section.*

1. While on a call, press the **HOLD** softkey on the screen or the hold button. 
2. To resume the call, press the **RESUME** softkey on the screen or the hold button. 

Parking A Call (if available)

1. While on a call, press the SP## button. You may hang up as the call is parked. The SP## button will indicate a call is parked in the parking lot.
2. From any phone with the SP## button, lift your handset and press the SP## button to retrieve the call.

Example: On a call, press SP10. Any phone with SP10 can pick up their handset and press the SP10 button to retrieve the call.

Warm Transfer A Call To Another Extension (Announce a caller)

1. Press the button on the side of the screen for the person you want to transfer the call to. (The caller is automatically placed on hold, and you will speak to the recipient.)
2. Announce the caller to the recipient.
3. Press the **TRANSFER** softkey or hang up to complete the transfer.
4. To CANCEL this transfer, press the END CALL soft key and then RESUME to connect to the original caller

Cold Transfer A Call To Another Extension (Do not announce a caller)

1. If you have a button on the phone for the person you want to transfer to, press the button beside the name on your screen for the person you want to send the call to, and hang up or press the TRANSFER softkey, or simply hang up.

or

2. Press the **TRANSFER** softkey along the bottom of the screen, dial the extension number of the person you want to transfer to, and press the **TRANSFER** softkey again. Hang up the handset.

Transfer A Call To An Outside Phone Number

1. Press the **TRANSFER** softkey along the bottom of the screen. (The caller is placed on hold)
2. Dial the 10-digit phone number you wish to transfer the call to.
3. Press the **TRANSFER** softkey along the bottom of the screen.

Transfer Directly To Voicemail

1. Press TRANSFER
2. Dial *4, then the Ext Number, or press the speed dial button for that user if you have one.
3. Press TRANSFER