

### Speed Dial:

Allows you to assign speed dial numbers to the free lines on your phone.

### To Program a Speed Dial Number:

Dial '544' on your keypad. You will be prompted to enter the speed dial number you wish to program followed by the pound sign. Enter '9' before the number if it will be an external call. You may also program an internal number by simply entering the four digit extension. '9' is not needed if the number is internal. The number you entered will be repeated to you and you are to confirm that the number is correct by entering the '#' sign.

### Accessing Your Voicemail Remotely:

You may access your voicemail from anywhere by dialing your company's main number and then choosing your extension. Your own extension will ring until your voicemail message picks up. When you hear your own greeting, press the '\*' key and you will be prompted to enter your password followed by the '#' key. Once this is entered, you will have access to the voicemail system just as you were sitting at your own desk.

### Call Transfer:

To transfer a call to another party: Inform the caller of the transfer. Press the 'MORE' button and then the 'TRANSFER' button on your phone. The original party will hear 'on hold' music. Dial the four digit extension you wish to transfer to or '9' and the outside line. When the party answers the call, announce the transfer and hang up your handset.

### Conferencing:

To place a conference call while speaking with one party: Inform them of the conference. Press the 'MORE' button and then 'CONFNR' button: the call is placed on hold and you may immediately dial the second party. Dial the number of the party you wish to include in the conference. You may dial an internal four digit extension or '9' and an external number. Inform the third party of the conference. Press the 'CONFNR' button again and a '\*' will appear on your LCD. This indicates that the conference was completed successfully. The three parties are now connected. To end the conference call, simply hang up. The originator of the call may hang up at any time and the other parties involved in the call are still connected. Their connection will not terminate until they physically hang up their handsets.

### Mute:

To mute a call, press the 'MUTE' button on your phone. To continue your call, press the 'MUTE' button again to disable this feature.

### Voicemail:

To access your voicemail, press the 'MESSAGES' button. Enter your password. The default password for your voicemail is your four digit extension. Press the '#' key.

### Call Forward:

To forward your calls to another extension or an outside line (such as a cellular phone):

Lift the handset. Press 'FORWARD' soft key. Enter the number you want your calls forwarded to. Remember to enter '9' before the number if it is an outside line. If it is internal, you may simply enter the four digit extension. Press 'ENDCALL'.

**Note:** Your phone will not ring until you cancel Call Forward. To cancel call forwarding, press the 'FORWARD' button and then press the 'ENDCALL' button or pick up and replace the handset.

### Hold:

During a call if you want to place someone on hold, press the 'HOLD' soft key. You may then dial another call immediately, without selecting another line. Toggle between the two calls by pressing the 'HOLD' button. If at any time during the call you press the 'LINE' button, you will terminate one of the calls.

### Answer a Second Call:

- To answer the second call, press the 'ANSWER' soft key
- (The first call is automatically placed on hold and you are connected to the second call. NOTE: If you do not use the 'ANSWER' key and you select another line without pressing HOLD, the first call is disconnected.)
- To Reconnect with the first call, press the blue scroll key (with up and down arrows) to highlight the original call. Press the 'resume' soft key.

You will be prompted to enter a number corresponding with one of the following options:

- 1- Listen to Inbox messages
  - 2- Listen to Saved messages
  - 3- Change your password
  - 4- Listen to your pre-recorded greetings
  - 5- Record your voicemail greetings
- Once you make a selection, you will be prompted step by step through the process.
  - While listening to messages, the following commands may be helpful:
    - '#' skips through the prerecorded announcement to the message
    - 7- skips backward in 5 second increments
    - 9- skips forward in 5 second increments
    - 99- skips to the end of the message
    - 77- rewinds to the beginning of the message
    - 8- pauses the play of a message
    - 5- saves a message
    - 4- deletes a message