

Transferring calls

Assisted - During a call, press the **Transfer (14)** button. Enter an extension you wish to transfer the call to and press the **Dial softkey (4)**. When someone answers, inform them of the call to be transferred. Press the Transfer softkey and the transfer will be completed

Blind – During a call, press the **Transfer (14)** button. Enter the extension you wish to transfer the call to and press the **Transfer softkey (4)**. The transfer will be completed

Park

We have setup parking shortcuts on all phones. **Park 1 is 701, Park 2 is 702** and so on.

During a call, press the **Park softkey (4)**. You will see a message on your screen that the current call is parked at **701, 702, 703** etc. You or a coworker can answer the call from any other phone in the office by pressing the appropriate Park key



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| 1. Message Waiting Indicator | 7. Mute | 13. Redial |
| 2. Line & Rapid Dial | 8. Keypad | 14. Transfer |
| 3. Pagination | 9. Volume | 15. Hold |
| 4. Softkeys | 10. Confirmation | |
| 5. Headset | 11. Navigation Pad | |
| 6. Speaker | 12. Messages | |



Voicemail

To check your voicemail, press the **Messages key (12)**. You will see a list of your voicemails. Use the **softkeys** to play, callback or delete voicemails.

If you have received a voicemail not intended for you, highlight the voicemail using the **Arrow Keys (11)**. Press the **More Softkey (4)** then the **Forward Softkey**. Find or Type the extension you would like to forward the voicemail to, then press **Select**.

To change your away/unavailable messages or name, dial **899**. Type in your password (default is **1234#**) then press **0** and listen to the options

Status

To set your Status to Away, DND, Busy etc., press the **Status Softkey**. Then choose from the list of statuses available. Please note that if **Do Not Disturb** is set, any calls from either outside the office or another extension will go straight to your voicemail

Record Calls

If you are on a call and the situation benefits from being recorded, Press the **Record Softkey**. This will start recording from that point. You may end recording at any point by pressing **Stop Recording**. To access these recordings, press the **Messages** key. Press the **Folders** softkey and select **INBOX.Recordings** using the arrow keys. Here you can play, call back, or Forward the recording to another extension if need be by using the **Softkeys (4)**

Forward Calls

If you need to forward your calls to an outside number or to another extension, press the **More softkey** until you see **Forward**. Type in the extension or the outside number you want to forward your calls to then press **Set softkey**. Note that any outside number will need a **9** in front of it to properly dial out. To reverse this, follow the same instructions and press the **Off Softkey**.

Queues

If you are required to be able to answer incoming calls due to the receptionist being away, you can login to the reception queue. Press the **More softkey**, then press the **Queues softkey**. Select which queue you need to be part of and press the **Log In softkey**. All incoming calls to your office will now ring on your phone.