stc services

Make a call:
✓ Dial 9 and the number
✓ No need to hit the "Speaker" button if you want to call on speakerphone – if you don't pick up the handset, it will automatically activate the speaker

Answer a call:
✓ Just pick up the handset or press the "Speaker" button for speakerphone

Transfer a call:
✓ Press "Transfer" on the display
✓ Dial the extension
✓ Press "Transfer" on the display

Dial by name for an internal party:
✓ Start typing the name on the alpha keyboard
✓ Press "Name" on the display
✓ Press the key that corresponds to the name on the display

Transfer using dial by name:
✓ When you are on the phone and you wish to transfer the caller to someone else but you don't know their extension
✓ Start typing the name on the keyboard under the front flap
✓ Press "Name" on the display
✓ Press the key that corresponds to the name on the display
✓ Press the "Transfer" button on the display

Conference calling:
There are two types of conference calls.
3. Basic (3 party) conferencing
4. Casual (6 party) conferencing

Basic Conferencing (Max 3 Parties) This allows you to call
another party while already speaking to someone and simply join one
additional person into the conversation.

- ✓ Connect to the first party
- ✓ Hit "Line" on the display
- ✓ Dial second extension or outside number
- ✓ Hit "Conf" on the display after second party answers

Casual Conference (Max 6 Parties)
- ✓ Follow the directions above for Basic Conferencing
- ✓ Press "Add" on the display
- ✓ Dial the number of the 4th party
- ✓ Press "Insert" on the display when that party answers

Park a call – Park is a system hold.
    To park a call:
- ✓ While you are on the phone, press the "Park" button on the display
- ✓ Dial your extension number
    To retrieve a call:
- ✓ Dial *75 or press "Park" on the display
- ✓ Enter the extension number where the call was parked

Voicemail

How to Change a Password
- ✓ Go into your Voice Mail box and from the main menu key in the following sequence:
- ✓ Press 4 for Personal Options
- ✓ Press 2 for Administrative Options
- ✓ Press 1 for Voicemail
- ✓ Press 1 for Passwords
- ✓ Press 1 to change your password

How to Change a Greeting
- ✓ Press 4 for Personal Options
- ✓ Press 3 for Greetings
- ✓ Press 1 for Personal Greeting
- ✓ Press 1 for a Standard Greeting or Press 2 to Record a personal Greeting
- ✓ After you record your Greeting Press the pound (#) key