Telephone Usage Basics

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