

## Telephone User Guide

### General Information

- Extension Numbers are 4 Digits
- New Voicemail –new mailbox numbers (same as extension number)

### Fixed Function Keys



### Answering/Ending Calls

- Lift (or replace) handset
- Press **SPEAKER** key
- Press **LINE** key (answering only)

### Internal/External Calling

- For internal calls just pick up the handset or press the **SPEAKER** key and dial the extension number
- You can dial out by either pressing a **LINE** key or pressing **8** then the outside number

## Transfer

- While on an active call press **TRANS/CONF** key
- Dial the extension number of the next party
- Hang up
- If you wish to announce the transfer, wait for an answer, speak, then hang up
- To cancel the transfer, press

## Direct Transfer to Voicemail

- Press the **Message** key
- Dial the destination mailbox number
- To complete transfer, hang up

## Conference

- While on an active call, press **TRANS/CONF** key
- Dial the number of the next party
- When answered, press **TRANS/CONF** key to add that party
- To add more parties, follow above steps

## Call Park

### To Park a Call

- Press an available **PARK** key
- Hang up

### To Retrieve a Parked Call

- Lift the Handset
- Press the flashing **PARK** key

## Other Options

Refer to the Reference Guides for your specific phone for further information on:

- Settings and Applications
- Change the Volume
- Program Speed Call Keys
- Call History

## Voicemail User Guide

### Setting up your Mailbox

- Call Voicemail from your telephone by pressing your **MESSAGE** key
- The default passcode is: 1111
- There is a built in tutorial which will walk you through:
  - Setting up a new Password
  - Recording your Name
  - Recording your Greeting
- Your mailbox number is your 4-digit extension number

### Voicemail Access

#### Internal

- Press your **MESSAGE** key

**If you have messages, the RED bar on the top of the phone will be lit**

#### External

- Call the main number or your direct number
- When voicemail answers press \*
- Enter your Mailbox Number
- Press \*
- Enter your Passcode

### Voicemail to Email

- Voicemail messages will be in your email in-box
- Click on the attachment to listen to the message
- When you delete the message in your email it does not delete it from your mailbox