Dial Out

· LIFT HANDSET or press SPEAKER key
· CHOOSE LINE or Dial **9** (system will automatically grab an available line for you)

Note: When using the SPEAKER PHONE you must have your MIC key LIT RED in order for the caller to HEAR YOU, turn the MIC key OFF if you would like to MUTE the SPEAKER PHONE

Parking a Call for another Employee (if Applicable)

· *With an active call,* PRESS an UNLIT PARK KEY (ex. Park 1), key will then flash on all phones
· Call or Page Employee to Pick Up "Park 1"

TO RETRIEVE: lift handset, press the flashing PARK key

NOTE: Placing a call ON HOLD will keep your call on your PERSONAL CALL KEY and NO ONE else will be able to retrieve it (must be placed on park for other employees to retrieve call)

Transfer a Call

· *With an active call,* Press TRANSFER key ——→ [HOLD] [Transfer] [Speaker]
· DIAL EXTENSION number or **9** + PHONE NUMBER, announce call (optional)
· HANG UP for call to be transferred

Note: Press **8** after the extension to transfer call directly to voicemail

Intercom Calls

· LIFT HANDSET or press SPEAKER key
· DIAL EXTENSION number (if employee is on the other line you will get a busy and ring tone together)

Note: Press **8** after the extension to transfer call directly to voicemail

Paging

· LIFT HANDSET
· Press pre-programmed PAGE key
· ANNOUNCE CALL

Conference call

1. MAKE or RECEIVE first CALL (internal or external), when the call is connected,
2. Press the CONF key
3. MAKE or RECEIVE second CALL (internal or external)
4. Press the CONF key
5. MAKE or RECEIVE second CALL or Press the CONF key again to join all calls

Redial

· *With the handset in the cradle…* Press REDIAL key
· Press [∧][∨] arrows to review last 10 numbers you have called
· LIFT HANDSET of press SPEAKER to call number on display

Caller ID (if Applicable)

· Press **LIST** soft key

· Press **CID** soft Key

· Use ↓ to review calls to *your* extension, lift handset (of press speaker) to call that number

· Display will show the name of the caller, Press **HELP** to view phone number

Record a Phone Conversation

· *With an active call,* Press the **RECORD** Key (records conversation into your voicemail)

· Press **RECORD** key at any time to stop recording the conversation

Note: Retrieve the recorded conversation the same way as retrieving voicemail

Do Not Disturb

· Press **DND** key- system will automatically turn it on within 5 second (to DND all)

TO CANCEL: Press **DND** - system will automatically turn it off within 5 second. *Other options available:*

· Press **DND** key + **1** (sends **EXTERNAL** calls straight to vmail)

· Press **DND** key + **2** (sends **INTERNAL** calls straight to vmail)

· Press **DND** key + **3** (sends **ALL** calls straight to vmail)

· Press **DND** key + **0** (cancels **DND**)

Call Forward

· Press **CALL FWD** Key, then press **1**

· Enter another **EXTENSION**; or **9** plus phone **NUMBER**

· Press **SPEAKER** Key

TO CANCEL: Press **CALL FWD** key, press **0**

Button Programming

· Press **SPEAKER** Key, enter **751**

· Press key to be programmed, then dial **01**

· Enter **EXTENSION NUMBER** **OR** **9** + **PHONE NUMBER** (if long distance it requires a 1 in front of the number)

· Press **HOLD**, press **SPEAKER** Key

Station Speed Dial Programming:

· Press **SPEAKER** Key, enter **755**

· **ENTER** desired **SPEED DIAL** Number **0** to **9**

· Enter **9** plus a telephone number, press **HOLD**

· **SPELL OUT NAME** (press **#** to move cursor to the right, press **FEATURE** to move to the left)

· Press **HOLD**, press **SPEAKER** Key

To Use: Lift Handset, press **#**, press **7** enter speed dial number (0 – 9) **OR** Press **DIR** soft key, then **STA**, then ↑ to scroll through speed dials, then lift handset

<u>System Speed Dial</u>:

·   Press **SPEAKER** key or **LIFT HANDSET**
·   Press **REDIAL** key; **ENTER SPEED DIAL NUMBER** you'd like to call **000-999** **OR**
·   Press the **DIR** soft key, press SPD
·   Scroll ↑↓ through speed dials **OR** **KEY IN NAME** of the contact
·   **LIFT HANDSET** to connect call

<u>Ring Tone</u>:

·   Press **SPEAKER** Key, enter **720**
·   Press **1** to set **INTERNAL** ring or **2** for **EXTERNAL** ring
·   Dial from 1 to 8 to listen to the different ring tones
·   Press **SPEAKER** key to **SAVE**

<u>Ring Volume</u>:

·   Press **SPEAKER** Key, enter **729**
·   Use arrow keys to adjust volume
·   Press **SPEAKER** Key

North American Telecommunications Group
in the end...it all comes down to service

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