



Dial Out

- **Lift handset** (or press **Speaker** key)
- **Choose Line** (if Applicable) OR Dial **9** (system will automatically choose one for you)

Speaker Phone 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)


Placing a Call on Hold

- With an active call, Press the **Hold**  key


NOTE if Using Park: When placing a call on hold, another employee will NOT be able to retrieve the call. Hold is exclusive for yourself. If you need an employee to take that call, you will need to transfer it to them.

To Pick Up the Held Call: Press the flashing Line/Call key 


Transfer a Call

- *With an active call*, Press **Transfer** key 
- **Dial Extension Number** or **9 + Phone Number**, announce call (optional)
- **Hang up** for call to be transferred


Transfer a Call Directly to Voicemail

- *With an active call*, Press **Transfer** key 
- Press the **VMsg** key (on display), followed by the extension (creates no disruption for the employee)
- Hang up

OR

- *With an active call*, Press **Transfer** key 
- Dial the Extension Number, then press 8 (make a half ring at employees desk before Vmail picks up)
- Hang up

Intercom Calls

- **Lift handset** (or press **Speaker**  key)
- **Dial Extension Number**

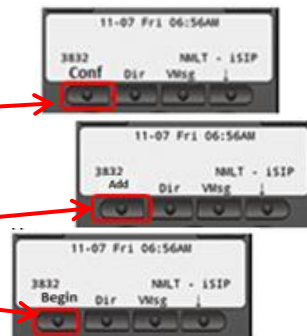
Note: Press **VMsg** soft key (or press **8**) after the extension to go directly to voicemail

Paging (If Applicable)

- **Lift handset**
- Press pre-programmed **Page** key
- **After the double beep, Announce Call**
- **Hang Up** (Gently)

Conference call


1. **Make** or **receive** first **call** (internal or external), when the call is connected,
2. Press the **Conf** soft key (on display)
3. **Make** or **receive** second **call** (internal or external)
4. Press **Add** soft key, continue to follow steps 3 & 4 to add more callers OR
5. Press **Begin** soft key (on display) to join all calls



Caller ID (if Applicable)

- Press **List** soft key
- Press **CID** soft Key
- Use ↓ to review calls to *your* extension, lift handset (or press speaker) to call that number



Note: If you have a missed call, you will see  in the top left corner. When reviewing your Caller ID, the missed call will appear with a * beside the date and time of the call

Redial

- *With the handset in the cradle...* Press **Redial** key
- Press ↓↑ arrows to review last 10 numbers you have called
- **Lift Handset** or press **Speaker** to call number on display



Record a Phone Conversation (If Applicable)

- *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 (If Applicable)

- Press **DND** key (system will automatically turn it on within 10 second to DND all)

To Cancel: Press **DND** - system will automatically turn it off within 10 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 (If Applicable)

- Press **Call Fwd** Key, then press **1**
- Enter another **Extension Number**; or dial **9** plus phone **Number**
- Press **Speaker**  Key





To Cancel: Press **Call Fwd** key, press **0**

Programming the Buttons on your Phone

1. Press **Speaker**  Key, enter **751**
2. Press the button you'd like to program, Dial **01**
3. Enter an **Extension number** **OR** **9 + Phone number** (if long distance it requires a 1 in front of the number)
4. Press **Hold** 
5. Press Next key to be programmed and follow steps 3 – 6 to program another button OR
6. Press **Speaker**  Key when finished



Station Speed Dial Programming:



1. Press **Speaker**  Key, enter **755**
2. **Enter** the **speed dial** number you'd like to **Program** (0 to 9)
3. Dial **9** plus a telephone number
4. Press **Hold** 
5. Using keypad, **Spell out name** (NOTE: Pressing # after the letter will move the cursor to the right, press **Feature** to backup)
6. Press **Hold** 
7. Enter Next Speed Dial to be programmed and follow steps 3 – 6 to program another OR
8. Press **Speaker**  Key when finished

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

System Speed Dial:

- **Lift Handset** (or press **Speaker**), 
- Press **Redial** key 
- **Enter Speed Dial Number** you'd like to call **000-999** **OR** Press the **Phonebook** key, Scroll ↑↓ through speed dials **OR** **Key in Name** of the contact
- **Lift Handset** to connect call

Ring Tone:

- Press **Speaker**  Key, dial **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**

Ring Volume:

- Press **Speaker**  Key, dial **729**
- Use arrow keys to adjust volume
- Press **Speaker**  Key

