Dial Out

· **Lift handset** or press **Speaker** key
· Dial **9** (system will automatically grab an available line for you)

Speaker Phone Note: When using the **Speaker Phone** you must have your **MIC** [Mic] key lit RED in order for the caller to **hear you**, turn the **MIC** [Mic] key **off** if you would like to **Mute** the **Speaker Phone**

Parking a Call

· With an active call, Press the **Park Set** key & look at the display
· The system will **automatically** assign the next available park number. Ex. Park 00
· **Call employee** and **advise** them to **pick up** the designated **park number.** Ex. Park 00

To Pick Up a Parked Call: **Lift handset**, press the **Park P/U** key & **enter** the **park number** to pick up. Ex. 00

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)

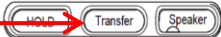## Placing a Call on Hold

· With an active call, Press the **Hold** [Hold] **key**

NOTE: 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 Call 1 or Call 2 key
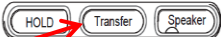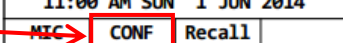
Transfer a Call

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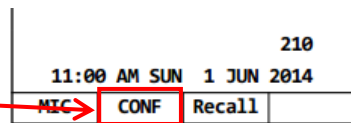· **Hang up** for call to be transferred

Note: Press **9** after the extension to **transfer** call **directly to voicemail**
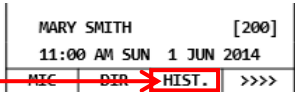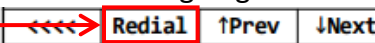
Intercom Calls

· **Lift handset** (or press **Speaker** [Speaker] key)
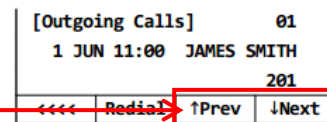· **Dial Extension Number**

Conference call

1. **Make** or **receive** first **call** (internal or external)
2. With the active call, Press the **Transfer** key
3. **Make** or **receive** second **call** (internal or external)
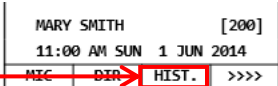4. Press **Conf** key soft key to join all calls

[HOLD] [Transfer] [Speaker]

```
                          210
    11:00 AM SUN  1 JUN 2014
 MIC    CONF   Recall
```
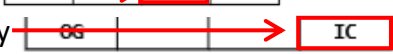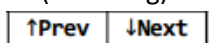
Redial

· Press the **HITS** soft key
· Press **OG** (Outgoing) soft Key
· Press ↑Prev ↓Next to scroll through the last 10 outgoing numbers
· Press Redial Soft key to complete call
· Or press Speaker key to Exit

```
 MARY SMITH      [200]
 11:00 AM SUN  1 JUN 2014
 MIC    DIR   HIST.   >>>>
        OG            IC
```

```
 [Outgoing Calls]      01
 1 JUN 11:00  JAMES SMITH
                      201
 <<<<   Redial  ↑Prev  ↓Next
```

Redial ↑Prev ↓Next

Caller ID

· Press the **HITS** soft key

```
MARY SMITH       [200]
11:00 AM SUN  1 JUN 2014
MIC    DIR   HIST.   >>>>
```

· Press **IC** (Incoming) soft Key

```
OG              IC
```

· Press **↑Prev** **↓Next** to scroll through the last 50 incoming numbers

```
[Incoming Calls]      01
 1 JUN 11:00  JAMES SMITH
                      201
<<<<    CB   ↑Prev  ↓Next
```

· Press **CB** soft key to call back the number on the display

```
<<<<    CB   ↑Prev  ↓Next
```

Note: If you have a missed call, you will see ☎ on the top left corner. When reviewing your Caller ID, it will show [Missed] when it is the call you've missed.

Call Forward

· Press **Call Fwd** Key

· Enter another **Extension**; or **9** plus phone **Number** (will take a few seconds to turn on)

To Cancel: Press **Call Fwd** key, press the ✳ key, then press **Speaker** key

Button Programming

· Press **Feature** key

· Press key to be programmed

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

· Press **Feature** key

Note: When you program a one touch key it uses one of your station speed dial number (see below)

Station Speed Dial Programming:

· Press **DIR** Soft key

```
MIC    DIR   HIST.   >>>>
```

· Scroll ↑↓ to choose an available bin **00-19**

· Press **Entry**, then **Number**

· Enter **9** plus the desired number, then press **Set**

· Press **Name**: spell out name (press # after each letter)

· Press **Set**

· Press **Ok**

To Use: **Lift Handset**, Press **Redial** key, then **enter** the **speed dial** number you'd like **to call** OR Press **DIR** Soft key, **Scroll** ↑↓ to scroll through the speed dials or **key in name**, then press search. **Lift handset** to call.

Ring Tone:

· Press **Feature** Key, then press **3**

· Press **3** repeatedly to scroll through the ringtones.

· Press **Feature** Key to Save

Ring Volume:

· Press **Feature** Key, then press **3**

· Use arrows to adjust the volume up and down

· Press **Feature** Key to Save