Quick Start User Guide

Intercom:

~ Dial 08+ext. (Example: To intercom extension 100, dial 08100)

Voicemail:

~ To check voicemail on your own phone, press the **Messages** button on your phone or dial 5001

~ To check voicemail for any extension from any phone, dial 5000 and enter the extension number when prompted

~ When prompted, enter your voicemail pin and then press #

Transfering calls:

~ Attended Transfer: allows you to speak to the transfer recipient prior to completing the transfer while the caller is on hold.
> ~ Press the **Transfer** key on your phone.
> ~ Dial the recipient's extension.
> ~ Speak to the recipient, then either press Transfer again to complete or cancel if the recipient cannot take the call.

~ Blind Transfer: a blind transfer goes straight to the recipient. (You may also use this method to transfer to a 10 digit external phone number)
> ~ Press **Transfer**
> ~ Dial the extension (or phone number) of the recipient
> ~ Press Transfer

~ Voicemail Transfer: will go straight to the recipient's voicemail box without ringing the recipient's phone.
> ~ Perform a Blind Transfer with 03+ext

Park and Hold: On your phone system, hold is a local function. This means a call held on your phone cannot be picked up at another station. Park is a system-wide function. This means a call parked at one phone may be picked up by any phone.

~ To Park a call, press the Park button (1, 2 or 3) only one call at a time may be placed on each Park.

~ If a call is parked, the light next to the button will be red, if it is open, it will be green.

~ To retrieve a parked call, press the Park button the call was placed on.

Directed Call Pickup: Directed call pickup (DCP) allows you to answer a call ringing at another station.

~ Dial 07+ext. (Example: If 111 is ringing, dial 07111 to pick up that call.

3-Way Conference:

~ Call or be called by the first participant in the conference

~ Press the **Conference** key, then dial the second participant

~ After the second participant picks up, press **Conference** again to connect everyone.