



Attended Transfers

1. While on the call, press the Transfer button
2. Enter in the extension number or the outside number and press the # or Send key.
3. Announce the call
4. Press the Transfer button to complete the transfer, or press the Cancel button to be reconnected to the original caller

Voicemail Transfers

1. While on the call, press the Transfer button
2. Enter "*" + the extension number
3. Press the Transfer button

Hold

1. While on a call, press the Hold button
2. Press the Resume key to continue
3. If multiple calls are on hold, use the up and down arrow to switch between them

Primary Voicemail Retrieval

1. Press the Messages button (or dial *97)
2. Dial your password

Accessing Other Voicemail boxes

1. Dial *98
2. Dial the extension
3. Dial the password

Directory

1. Press the Directory button
2. Select a contact group and press Enter to view it
3. Select the contact you wish to call and press send to begin the call.

Conference Calling

1. While on a call, press the Conference button
2. Dial the extension or external number
3. When the second party answers, press the Conference button again to connect both calls.

Call Parking

1. While on the call, press any available Park key to park a caller in that spot.

Call Forwarding

1. Enabling Call Forwarding

- a. Go to Menu > Features > Call Forward
- b. Choose Always, No Answer or Busy option
- c. Press the "Switch" button to set forwarding to enabled.
- d. Enter the phone number or extension to forward calls to in the "Forward to" field.
- e. Press Save

2. Disabling Call Forwarding

- a. Go to Menu > Features > Call Forward
- b. Choose the forwarding type that you would like to disable.
- c. Press the "Switch" button to set forwarding to disabled.
- d. Press Save

Retrieve a Parked Call

1. Press the Park button that corresponds to the parked call you'd like to retrieve.

Ring Volume

1. Press the "-" or "+" buttons located on the bottom of the keypad

Call Volume

1. While on a call press the "-" or "+" buttons located on the bottom of the keypad

Viewing Call History

1. Press History

Do Not Disturb

1. Press DND (Do Not Disturb)