



## 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

### 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

## Viewing Call History

1. Press History

## Do Not Disturb

1. Press DND (Do Not Disturb)

## 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