

## Primary User Instructions:

### Making a Call

- Lift the handset and it will automatically grab internal dial tone.
- Dial the extension number of a co-worker and their phone will ring or voice announce (depending on setup).
- Dial 9 or press [Lines] key to make an outgoing call (System grabs next available line).
- Press [SPEAKER] key to change from handset call to speakerphone call.

### Answering a Call

- Lift the handset or press the [SPK] key. (the extension of the caller or the Caller ID will appear on the display.)

### Putting a Call on Hold

- While on the phone, press the red [HOLD] key. The line will then flash green on your set and red on other sets to show that the call is on hold. To retrieve the call, press the flashing line key.

### Transfer a Call

- While on the phone, press [TRANSFER].
- Dial the extension of the person you wish to transfer the call.
- You can perform one of three actions. Once you dial the extension:

***Transfer No Announce*** – You can immediately hang up the phone and send the call to that extension without announcing the call.

***Transfer and Announce*** - You can announce the identity of the caller and check the availability of the recipient. If the recipient wishes to take the call, just hang up and the call will transfer.

***Undo Transfer*** – If the recipient does not want to take the call **do not hang up the phone**. Press the line key on hold and direct the call to another.

### Transfer to Voice Mail - While on a call,

- Press [TRANSFER]
- Then the [VMSG] key on the display
- Dial the extension of the mailbox you want to send the call.
- When you hang up, the call will transfer.

**Conference Call** – (Conference up to 6 parties by default)

- Make an outgoing call or dial the extension number you wish to conference
- then press [CONF] which is located on the phones display screen. (This will place the caller on a special 'Conference Hold').
- Dial the next caller(s) (internal or external).
- Press [ADD] after each.
- Once all parties are in 'Conference Hold', press [BEGIN] to connect all parties.

**Voice Mail Operation:**

**Setting up Your Mailbox**

- Press the [VMSG] key which is located on the display.
- If no message plays guiding you through the setup process, press '0' for the 'Main Menu of Features'.

**Greeting** – Once in 'Main Menu'

- Press 'G' to Record a Greeting. Select 1, 2 or 3.
- Select 'R' to record a new greeting or 'L' to listen to the current greeting
- Follow the prompts and press '#' when finished.

**Record Name** – Once in 'Main Menu'

- Press 'RN' to record your name.
- Select 'R' to record a new name or 'L' to listen to the current name.
- Follow the prompts and press '#' when finished.

**Security Code** – You may wish to protect you messages with your own security code. Once in 'Main Menu'

- Press 'OP' for 'Mailbox Options'.
- Select 'S'.
- Enter a 4-digit security code followed by '#'.
- You will be asked to confirm the code by pressing 'C'. (Check with your system administrator before creating a security code for your mailbox.)

**Retrieve a Message** – If the red light on your phone is flashing, you have new v/m

- Press the [VMSG] key on your phone display.
- Press 'L' to listen to the message.
- Press 'E' to erase, 'SA' to save, or 'L' to skip to the next message.