

## 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. On the screen, scroll to the contact you wish to dial.
3. Press the contact you wish to dial to begin the call.

## Viewing Call History

1. Press History

## Do Not Disturb

1. Press DND (Do Not Disturb)

## 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.

## Speed Dial Buttons

1. To view the full list of your speed dial buttons, press the "DSS Key" option at the bottom right hand corner of the screen.



## 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. On the screen go to Menu > Call Features.
  - b. Choose Always, No Answer or Busy option
  - c. Select the "On" option at the top of the screen.
  - d. Enter the phone number or extension to forward calls to in the "Forward to" field.
  - e. Press Save
2. Disabling Call Forwarding
  - a. On the screen go to Menu > Call Features.
  - b. Choose the forwarding type that is currently set to "On"
  - c. Select the "Off" option next to that forwarding type.
  - 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

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