



## Dialing

### Option 1

1. Dial the number you wish to call
2. Pick up the handset (this action will initiate the call)

### Option 2

1. Pick up handset
2. Dial number
3. Press **SEND** or **#**

## Answering a Call

1. Pick up the handset or press the speaker button to use the speakerphone.

## Speakerphone Use

1. To use the speakerphone, press the speaker button. At this point you can make a call.
2. To change from speakerphone to handset, pick up the handset and continue conversation.
3. To change from handset to speakerphone, press the speaker button and hang up the handset.
4. To adjust the volume, press the volume – to + button (softer to louder).

## Muting a Call

1. Press **MUTE** (the mute button will illuminate red indicating muted call).
2. To unmute press **MUTE** a second time.

## Redial

1. Press **REDIAL** (A menu will display showing previously dialed numbers allowing you to use the **UP/DOWN** arrows to select a number).
2. Immediately pressing **REDIAL** a second time will call back the last number.

## Placing a Call on Hold

When you place a call on **HOLD** it is local to your phone. You are the only one who can pick up the call.

1. Press **HOLD**
2. To pick call back up, press **HOLD** again.

## Placing a Call on Park

When you **PARK** a call, you are placing it on hold on a line for anyone in the office to pick up.

1. Press **PARK 1, PARK 2, PARK 3, or PARK 4** The light will blink while the call is parked.
2. Press the blinking **PARK 1, PARK 2, PARK 3, or PARK 4** a second time to retrieve the call.

### Transferring a Call

#### Blind Transfer (Directly to extension)

1. Press **TRANSFER**
2. Dial the extension
3. Press **TRANSFER**

#### Announced Transfer

1. Press **Transfer**
2. Dial the extension
3. Press **SEND** or **#**
4. Announce who the caller is
5. Press **Transfer**

### Transfer a call to someones voicemail

1. Press **TRANSFER**
2. Dial **\*4 + extension**
3. Press **TRANSFER**

### Intercom

1. To use the Intercom feature, dial **\*9** or **Intercom** button if available + extension.
2. Press **SEND**
3. The remote phone will hear a beep and be connected with 2-way audio
4. Hang up or press **X** to end the intercom.

### Voice Mail

To Set-up your Voice Mail:

1. Press **MESSAGE** button (Envelope)
2. Enter your PIN number (Default PIN:1234)
3. Press **9**
4. Press **5** to record your name (This will put your name into the directory)
5. Press **7** to change your PIN number
6. Press **8** to change your voicemail message

To retrieve your Voice Mail:

1. Press **MESSAGE**
2. Enter your PIN number
3. Press **\*** to play messages.

### Conference Calling

1. Call the first number you wish to join the conference.
2. Once you have connected to that person, press **CONF**.
3. Dial the next number you wish to connect to.
4. Once connected to that person, press **CONF** again.

If needed to break the calls apart, press **SPLIT**.