



TELEPHONE INSTRUCTIONS



- **To Call Another Extension:** Dial extension number, the handset may remain in the cradle for a speaker phone call.
 - **To Make Offsite a Call:** Press 9 for outside dial tone.
 - **To Transfer a Call:** Press the Transfer Button, dial extension number, **announce** the call, hang-up.
 - **To Cancel the Transfer:** *Before hanging-up*, press the Transfer Button 3 times. OR on the display of your phone press the Left soft key where it says RETURN.
 - **To Transfer To Hold (Park):** Press Transfer Button, dial extension, press Hold Button.
 - **To Transfer a call directly to Voice mail:** Press VM XFER and dial the mailbox number
 - **To Pick Up a Ringing Call From Another Extension:** Press Pick up and dial the extension number or press the quick key that you wish to answer.
 - **To Pull a Holding Call From Another Extension:** Dial 12 and the extension number
 - **To Hold:** Press the Hold Button.
 - **To Retrieve:** Press the line that is fluttering
 - **Conference Call:**
 - **Program Station Speed Dial:**
 - **Change Ring Tone:** Transfer 111, scroll with your volume bar, press transfer to save.
- **To Send a Call Directly to Voice Mail:** While your phone is ringing, press the pound key.
NOTE: this will not work if you are part of a hunt group.

VOICE MAIL INSTRUCTIONS

- To Set Up Your Mailbox: Press your Message Key, Enter your password, (ALL PASSWORDS are 0000 by DEFAULT)
- CHANGE YOUR PASSWORD: In voice mail, press #71. Password length can be from 1 to 8 digits.
- RECORDING YOUR NAME: In voice mail, press #72
- DIAL BY NAME DIRECTORY NAME: In voice mail, press #73 You will be asked to spell your last name, then your first name on the telephone keypad. (The Automated Directory uses the features for callers who do not know your extension number, but know your name.
- RECORD YOUR PRIMARY (NO ANSWER) GREETING: In voice mail, dial 51 (This Personal Greeting plays to your callers when you do not answer your phone.
- RECORD YOUR MAILBOX GREETING: In voice mail, dial 57 (This Greeting plays when a call is transferred directly into your mailbox)
- To Transfer A Call To Voice Mail: Press the VM Transfer key, dial the extension number, hang up.
- To Pick Up Messages From Outside: Dial main number. When the system answers, immediately press the pound key (#), dial your mailbox number, enter your password.
- To Pick Up Messages From Inside: Press the flashing MESSAGE key, enter your password, Follow the prompts.

Sample Voice Mail Greeting

Hello, you have reached _____. I am unavailable to take your call. If you need immediate assistance, please press 0. Otherwise, please leave your name, number, and a brief message and I will return your call as soon as possible. Thank you.