

## **Quick Reference Guide**

**To Dial Out:** dial the phone number or extension you want, then press #.

**Transferring a call:** while on the phone, press the transfer button then dial the extension number and press “call”. (If you have a button for the user, simply press the button). You can now tell your coworker, you are transferring a call to them, then hang up. If they do not want the call, press the X button, or have them hang up.

**Park:** (system-wide hold). While on the phone, press Park in your display. This will light up one of the parking lots (1, 2, 3, etc..) and tell you which lot that caller went to, then hang up. Now you can let someone else know they, "have a call parked on 1"

**Conference Call:** While on the phone with the first party, press “Conf” in your display. Call the 2<sup>nd</sup> party, once they answer, press “Conf” again.

**Exclusive hold:** The “hold” button on your phone is strictly an exclusive hold. That means if you use that hold button, only you can pick that call back up from that phone.

**Setting up your voicemail:** Press the message button. The system will guide you through the set-up process. Record your greeting, directory name, and change your passcode. DO NOT CHANGE IT TO YOUR EXTENSION NUMBER OR 1234.

**Checking your voicemail:** Once you have set up your voicemail, the next time you press that message button it will read you your messages.

**Redial:** Press the redial button once, and it will list all the numbers you dialed recently. If you want to perform a true redial, tap the redial button twice.

**Volume:** Press the + or - button in the state of the phone you wish to adjust. Example: If you want to change the speaker volume, while on speaker press + or -

**Program a speed dial:** Press and hold the button you want to change.

Type - Change it to speed dial

Account ID: Line 1

Label - What the button will be labeled as

Value - the phone number

**DND:** Do not disturb. Your phone will not ring on incoming calls or if someone within the company tries to call you.