

# Call Control

## Outbound Call During on Hold Call

1. Press Hold tab on screen to place current call on hold
2. Press New Call tab on screen and dial new call number
3. 1st call will be placed on hold

## Create a Conference Call

1. Press Conf tab, or Hold tab on screen to place current call on hold
2. Press New Call tab on screen and dial new call
3. Press Conf tab on screen again to join the calls
4. Press Split tab on screen to split conference call into separate calls. Press SWAP to move between 1st and 2nd calls

## Conference Bridge

- Internally
  1. Dial your conference bridge extension (usually 601) to join Conference Bridge
  2. Enter the PIN (if any) assigned to your conference bridge
- Externally
  1. Dial your designated conference bridge number to join Conference Bridge
  2. Enter the PIN (if any) assigned to your conference bridge

## Caller ID Block

- Dial \*67 + phone number

# Voice Mail

## To access your Voice Mail

Press the Message button or Dial \*97

## Hear New Messages - Press 1

- Save Current Message - press 1
- Replay Current Message - press 2
- Delete Current Message - press 7
- Return to Main Menu - press 0

## Hear Saved Messages - Press 2

- Save Current Message - press 1
- Replay Current Message - press 2
- Delete Current Message - press 7

## Return to Main Menu - Press 0

## Change Voicemail Settings - Press 5

- Record Mailbox Greeting - press 1
  - ◇ Save - press 1
  - ◇ Listen - press 2
  - ◇ Re-record - press 3
- Record Name - press 2
  - ◇ Save - press 1
  - ◇ Listen - press 2
  - ◇ Re-record - press 3
- Change Password - press 3
- Return To Main Menu - press 0

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## Call Forwarding

- Dial \*72 then any number to Forward All Calls. Enter external numbers in 10 Digit format (NNN-NNN-NNNN)
- Dial \*73 to Cancel Call Forwarding
- Dial \*74 to toggle Call Forwarding, or to turn on and off

## Placing Calls

If your handset does not immediately respond to dialed numbers then press Send or # to complete your dialing sequence.

- Emergency: 911
- Internal Extension: Use 3 or 4 digit dialing (NNN or NNNN)
- Local Calls: 7 digit dialing (NNN-NNNN, no prefix is required)
- USA and Canada: 10 digit dialing (NNN-NNN-NNNN, +1 also OK)
- International: 011 + Country Code + Number

## Extension Dialing

- Dial extension + #, for example 3035#
- To transfer inbound/outbound call to an extension number, press Transfer tab on screen and dial extension number + #

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## Parking Lot

### Park a Call

1. Receive call
2. Dial transfer button
3. Dial \*4
4. Wait for the system to tell you which spot the Parking Spot Number has been placed into before hanging up

### Pickup Parked Call

1. Receive parking spot number from parker; for example: 100
2. Dial \*5 + Parking Spot number
3. Wait for your call to be connected to the parked call

## Intercom

1. Dial \*0 + extension number

## Answer Multiple Incoming Calls

1. Press the Answer tab on the screen to pick up 2<sup>nd</sup> incoming call.
2. 1<sup>st</sup> call will be placed on hold.
3. Press SWAP tab on screen to swap between 1<sup>st</sup> and 2<sup>nd</sup> calls.

Press Conf tab on screen to move 1<sup>st</sup> and 2<sup>nd</sup> calls onto a conference call.