# Call Handling

#### **Blind Transfer**

- 1. During an active call, press the Transfer soft key. The call is placed on hold.
- 2. Enter the number/extension you would like to transfer the call to.
- 3. Press the Transfer softkey.

#### **Attended Transfer**

- 1. During an active call, press the Transfer soft key. The call is placed on hold.
- 2. Enter the number/extension you would like to transfer the call to; press Send.
- 3. When the second party answers, announce the call then press the Transfer soft key.

## Parking a Call

- 1. During an active call: Press the Park Call button and the system will automatically assign the call to an open lot. An occupied Parking Lot will display a solid red light.
- 2. To resume the call: Press the Parking Lot key where the call was placed.

## Setting Up a 3-Way Conference Call

- 1. During an active call, press the Conference soft key.
- 2. Enter the extension or external number of the second party, then press the Send soft key.
- 3. Press the Conference soft key again when the second party answers. All parties are now joined in the conference.
- 4. Hang up the handset to disconnect all parties or press End Call.

### Do Not Disturb (DND)

To activate or deactivate DND: Press the DND soft k
when the phone is idle.

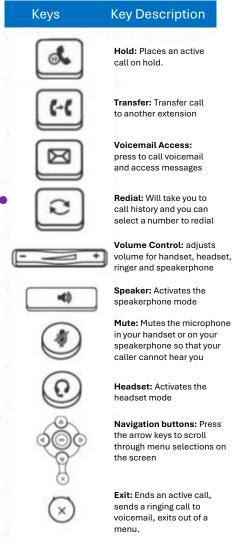
# **Call History**

- 1. Press the History soft key.
- 2. Press or to switch between All, Missed, Placed, and Forwarded; select Enter.
- 3. Select an entry from the list using the up and down arrow key.
- 4. To place a call to that number: Press the Send soft key
- 5. To view information about the entry: Select the Option soft key, then select Detail from the prompt list

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### Voicemail

The message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

- Press the key.
- 2. Press the OK button or the Connect soft key.
- 3. Enter your voicemail password when prompted.
- 4. To listen to your voice messages, press 1. By default, new voicemails will play automatically.
- 5. Listen to each prompt for the different voicemail options.
- 6. When finished, hang up or press #.

#### **Recording Your Voicemail Greetings**

- 1. Call into your voicemail (see above steps).
- 2. Press 0 for Mailbox Options.
- 3. Select Record Unavailable. This is for when someone gets to your voicemail and you are not currently on another call.
- 4. Select Record Busy. This is for when someone gets to your voicemail and you are currently on another call or on DND.

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**Key Description** 

Keys

