

How to place a call on Hold:

- Live call in hand
- See what line you are using. (green light on a line key is the one in use)
- Press hold and line will blink while call is on hold
- Hangup the handset and notify employee that phone call is for

How to pick up a call on Hold:

- Pick up handset
- Press line key that is needed to be picked up
- Line key will turn green once the line is picked up

How To Transfer a call

- Live call in hand
- Press the one touch key or dial the extension you are trying to transfer too
- Either hang up the phone and the call will be transferred or wait and you can talk to the employee you are transferring too, once you hang up the phone the call will be transferred.

How to transfer directly to Voicemail

- Live call in hand
- Press Transfer
- VM Transfer
- Press one touch key or dial extension to transfer too and hang up

How to leave VM message at an extension without ringing the phone:

- Press VM key in display of any phone
- Press LVMSG in Display
- Leave message
- Press # or done in the display
- Enter mailbox to receive message
- Press Send or # to send Message

Set up Security Code

- Press VM in display
- Press more in display
- Press Setup
- Press Code
- Enter security code
- Press req to use it every time you access your VM or Noreq to only use when accessing voicemail remotely.

To Access Voicemail remotely:

- Call in to main number and reach the Auto attendant
- When you hear the greeting press # and extension number
- Enter in security code
- You are now in your voicemail box.

Remote access can only be used if a security code has been set up for that VM box.

How to record the General Voicemail (GVM)

- Go to Ext. 101 VM
- Press Greet in the display
- Select Greeting 1
- Press Lstn to hear what is currently recorded.
- Press REC to rerecord the greeting
- When done press done in the display