

PHONE BOOK

HOLDS

The "hold" button can be used to place a caller on hold. The green light will flash fast then slow. If pressed when there is no call, the DND function applies: Do Not Disturb, and the phone will not ring. A red light glows solid on the button and the extension flashes.

To pick up a call on hold, press the button for the line it is on.

INTERCOM

To dial an intercom number, press the intercom button and then lift the handset. Or: lift handset, press ICM, then intercom button

VOICE ANNOUNCE

Pause before speaking, repeat twice.
The other end can speak back handsfree.

PAGING

1. Press ICM (handset down)
2. Pick up handset
3. Press page button & hold down while talking

PLACING A CALL

Picking up the handset gives you an outside line. The available line will flash green fast, the extension you are on will light red.

REDIAL

1. Press Speed button
2. Press #

TRANSFERRING CALLS- IF CALLER REQUESTS

A. Person at a certain extension:

1. Press extension number
2. Announce the call
3. Wait for reply
4. Hang up

B. Person not sure which extension:

1. Press hold button
2. Press ICM button & most likely extension to announce call
3. Wait for reply

C. Person not in:

1. Ask if caller would like their voicemail. If yes-
2. Press ICM button
3. Mailbox button
4. Extension number

VOICEMAIL—

RETRIEVING MESSAGES:

1. Press your extension button
("phantoms" press first blank button on bottom row & enter number on keypad)
2. Press voicemail button
3. When message begins, press #
4. Enter extension number on lower keypad & follow directions
5. Press Speaker button to cancel

VOICEMAIL—TURNING ON & OFF IN AM/PM AT

REFERENCE PHONE To turn off voicemail in the AM

& turn on voicemail in the PM:

ICM – Nite – Speaker