

Landline Phone Instructions

To access the voice mail system:

1. On your phone type 9999 and press the dial button.
2. You will be prompted to enter your password above.
3. You will then be prompted to create a new password. The new password MUST be 7 non-sequential, non-repeating numbers.
4. You will then be prompted to record your personalized name.
5. Feel free to record any other greetings you feel are appropriate.

Call Transfer without Consultation:

Quickly respond to customers by transferring incoming calls to the appropriate party or to an off-site facility.

To use Call Transfer without Consultation:

1. Press the "Transfer" button on your phone.
2. Dial the phone number or extension of your destination party. Use the "Transfer" button to designate the end of your number.

Call Transfer with Consultation:

Announce your caller to a colleague or briefly explain a caller issue to be resolved.

To use Call Transfer with Consultation:

1. Press the "Transfer" button. Your caller is now on hold.
2. Dial the phone number or extension of your destination party.
3. When the second party answers, you can speak privately before you connect to your original caller. When you are ready to connect all parties, press the "Transfer" button.
4. Hang up and your transfer is complete.

Call Transfer Direct to Voicemail:

1. Quickly transfer the caller to a specific voicemail box.
Put the call on hold.
2. Dial *55 and the phone number or extension of your destination party.
3. Hang up and the incoming caller will be transferred directly to the destination voicemail box.

3-Way Calling:

Often it's more efficient to get your colleagues or clients on the phone at the same time. 3-Way Calling makes it easy for multiple parties to collaborate on a call.

To connect a three-party conference:

1. Connect to the first party.
2. Press the "Conference" button on your phone.
3. Dial the second party.

4. When the second party answers press the “Conference” button again.

Call Forwarding Always:

Call Forwarding Always enables you to forward ALL of your incoming calls.

To activate Call Forwarding Always from your phone:

1. Lift the receiver and listen for the dial tone.
2. Press *72 and wait for the voice prompts.
3. Dial the number to which your calls will be forwarded. You will hear a voice prompt confirmation.
4. If you want to change the “forward to” number, repeat steps 1 through 3.

To deactivate Call Forwarding Always from your phone:

1. Lift the receiver and listen for the dial tone.
2. Press *73. Call Forwarding Always is now turned off.