# Phone Operation Instructions

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# Voicemail Setup

Pick up handset

Press the "Envelope" button
Enter your voicemail pin number
Press 0

Press 1 to record your Unavailable Greeting
After the tone say your Unavailable Greeting followed by the # key
Press 2 to listen to your Greeting
Press 1 to accept it, press 3 to record it again

Press 2 to record your Busy Greeting
After the tone say your Busy Greeting followed by the # key
Press 2 to listen to your Greeting
Press 1 to accept it, press 3 to record it again

Press 3 to record your Name
After the tone say your name followed by the # key

Press 5 to change your voicemail pincode
Enter new pincode followed by the # key
Re-enter your new pincode followed by the # key
You pincode has been changed

Hang up handset

# Retrieving Voicemail Messages

Voicemail messages will come in via email notifications

# Outgoing Calls

Dial the number
Press the Green "Dial" button
Stay on speaker or pick up the handset

# Incoming Calls

Press the Green "Answer" key
Stay on speaker or pick up the handset

# Forwarding Number

Dial *72 followed by the telephone number you are forwarding to

# Unforwarding Number

Dial *73

# Transferring Calls

To Cold Transfer a call to another party:
>Press the "Transfer" button ⬛
>Dial the number and press the "Send" button ⬛

To Warm Transfer a call to another party:
>Press a vacant LINE key (LINE keys are located to the left of the LCD screen) to make a new call to who you want to transfer the call to.  The active LINE will be placed on hold
>Once the call is established, introduce who you are transferring
>Press the "Transfer" button ⬛

# Conferencing Calls

Dial the number of the first party

When they answer press the conference button, ⬛
Dial the number of the second party

When they answer press the conference ⬛ button to bring the parties together
Dial the number of the third party

When they answer press the conference ⬛ button again to bring the parties together
Have more parties to conference in?  wash, rinse, and repeat...

# 5-Digit & 10-Digit Dialing

CoA desk to desk calls can be dialed using 5 digits extensions.  All other phones require 10-digits.