

TRANSFERRING CALLS

With Announcement - With the caller on the line, press **Transfer** + Dial Ext (or telephone number if external) - Recipient answers, announce the call:

- To complete the transfer, press **Transfer** a second time
- To cancel the transfer, **press Cancel**. This will end the call to the recipient and reconnect you with the original caller.

Without announcement – With the caller on the line, press **Transfer** + **Blind Transfer** + Dial Ext (or telephone number if external)

Directly to Voice Mail – With the caller on the line, press **Transfer** + Dial **VM Prefix*** + Ext followed by #

** VM Prefix is either 03 or 5 depending on platform.*

CONFERENCE CALLING (3-WayCalling)

With first person on the phone press **More** + press **Confnc** and dial your next party (first caller is on hold). When the second party answers, press **Confnc** again to bring all three together.

From Lines or Calls view, you can:

- Press **Hold** to hold all participants.
- Press **End Call** to remove yourself from the call, but keep the other participants connected.
- Press **Split** to end the conference and hold all participants.

CALL PARK

Parking Calls – With the caller on the line, press one of the available park buttons on the phone.

Retrieving Parked Calls – Press the blinking Park button associated with your call.

CALL FORWARDING

To Enable Call Forwarding:

Press '**Forward**' softkey. Select the forwarding type to enable (Always, No Answer, Busy), enter extension or telephone number (for external calls), and press '**Enable**' softkey.

To Disable Call Forwarding:

Press '**Forward**' softkey. Select the forwarding type to disable, and press '**Disable**' softkey.

CALL LIST

Call lists can be found by pressing Recent Calls key or using the circular dial on your telephone:



Received Calls

- Press Left Arrow to review received calls.
- Press Down Arrow to scroll through list.
- Press Right arrow to place a call to highlighted name/number.
- Press Left Arrow again to return to main screen.

Placed Calls

- Press Right Arrow to review placed calls.
- Press Down Arrow to scroll through list.
- Press Right arrow to place a call to highlighted name/number.
- Press Left Arrow to return to main screen.

Missed Calls

- Press Down Arrow to review missed calls.
- Press Down Arrow to scroll through list.
- Press Right arrow to place a call to highlighted name/number.
- Press Left Arrow to return to main screen.

Show button labels when on an active call

Press **More** softkey

Press **Lines** softkey – the caller-ID screen will disappear for a few seconds allowing you to see the button labels.

Accessing Voice Mail

VoIP desk phones have a pre-configured voicemail button. The location of this button is dependent on the model and brand.

- Look for a voice mail icon button near the dial pad:



- Or a message icon button near the dial pad:



Off-Net Dialing

- Dial your direct number (if applicable) and press * once the voicemail greeting starts playing.
- Dial your main auto-attendant number, dial your extension and press * once your voicemail greeting starts playing.

E500/550

