How do I...?

Transfer to a Monitored Extension:

Receive call, press the transfer button, press the monitored extension you wish to call, when the party answers announce the call, press transfer and hang up. Call is transferred.

Transfer to an outside the system number or cell:

Receive call, press the transfer key, you get second dial tone at this time, dial the outside number you wish to call plus # key to send immediately, when the party answers announce the call, press transfer to complete.

Transfer to someone in the Directory:

Receive call, press the transfer key, press the directory key, scroll through the directory and find the person you would like to transfer the call to, press their name in the directory, announce the call to them, press transfer and hang up. Transfer is complete.

*Note: When using the Transfer features above the party receiving the call will see the caller id of the device preforming the transfer not the caller id of the calling party.

How do I...?

Regular Blind Transfer:

Receive call, press and hold the transfer key, press the blind button on the screen, press the monitored extension you wish to call, after the call starts ringing hang up your extension, regular blind transfer is complete.

Quick Blind Transfer:

Receive call, swipe touch screen from left to right, press the monitored extension you wish to transfer the call to and hang up. Transfer is complete. If you have a console on your phone, just press the monitored extension button. Transfer is complete.

*Note: When using the Transfer features above the party receiving the call will see the caller id of the calling party.

Transfer Directly to Voicemail:

If you are in the call tell the customer you are going to transfer them directly into the voicemail of this person. Press the transfer key, dial the digit 2, dial the extension number you want to transfer to, press the transfer key to finish the transfer. So if I were wanting to transfer to ext 8033 the keys would be. Transfer, 2, 8033, transfer and hang up.

How do I...?

Parking a call when another call is coming in:

If you are on a call already the screen is green and you have the calling party information on the screen. When another call comes into your phone it will switch to an answer only screen. If you grab the call by pressing the answer button it will put the call on hold on your phone automatically. If you want to park your call instead wait a couple rings and the screen will switch to show both lines on it. Swipe the screen left to right which brings back your home screen with your parks or press the home key to the right of your screen to bring it back. You have to wait for the second call to show up on the screen before you can do any of those two actions. Park the call where you want. Then press the answer key on the bottom right hand side of the screen to take the next call.

Conference to an outside number or cell:

Receive call, press the conference key, you get second dial tone at this time, dial the outside number you wish to call plus # key to send immediately, when the party answers announce the conference call, press the conference key again to join all three parties. If the controlling party who set up the call wants to exit the conference and leave the other parties connected press and release you phone hook switch. You are out of the call and they are still connected.

Conference to Monitored Extension:

Receive call, press the conference key, press the monitored extension you wish to call, when the party answers announce the conference call, press the conference key again to join all three parties. If the controlling party who set up the call wants to exit the conference and leave the other parties connected press and release you hook flash key. You are out of the call and they are still connected.