



## TIP 1:

If the screen is blank with no users, use the left / right arrow keys to scroll between the screens.

There are 4 pages. You may have accidentally hit the arrow key to page 2,3 or 4.

## TIP 2:

If you put a caller on hold using the **HOLD** button, you must press **RESUME** 'before' you pickup the handset. Otherwise you will initiate a new call.

Using **PARK** is generally preferred to using the **HOLD** button.

## HOLD VS PARK

**HOLD** is only used if you plan on returning to the call on the same phone.

**PARK** is a 'universal' hold and can be picked back up by you or anyone hitting the lit park button that the caller is on. For example, if you are in the same room and you place a caller on **PARK1** (the caller is on hold and hears hold music), you can then announce that a caller is on **PARK1** and the appropriate person can pickup the call. This is very handy when users are in the same room. It's faster and easier than transferring.

## TRANSFERRING CALLS

There are a few ways to transfer calls. When a call needs to be transferred, simply press the 'transfer button'. This button only shows up when on an active call. Once you press 'transfer', the caller is automatically placed on hold with hold music. The two common ways to transfer are:

1. Hit the **TRANSFER** button, dial the users extension, hit **SEND** and then hang up (*do not wait for the other party to answer*). The call will leave your phone and ring to the other phone to be answered.
2. Press the **TRANSFER** button, press the **LINES** button (this brings up the main screen with direct dial names). Hit the appropriate button for the name you are transferring to and hang up. Once again, you do not have to wait for the other party to answer.

## MISC TIPS

The phones have a smart search feature. If you hit a number on the keypad, the phone will start searching for all calls with that number in it. As you enter more numbers, it will narrow it down until the number you want is highlighted.

The down arrow (on the 4 way directional pad) is your history of received and placed calls. You can quickly scroll through this list and quickly dial any number from it.

The default voicemail pwd is 1000. Voicemail can also go to your email where it will be transcribed along with an MP3 of the message.