

## Basic Operation

### Making an Outside Call



1. Click the **Outside Call** button on the toolbar.
2. Type the number you want to call in the **Number** box of the **Outside Calls** dialog box. You do not need to type a 9 prior to the number.



3. Click **Dial**.



- Click the **Keypad Dialer** button on the toolbar to dial additional numbers when connected.

### Making an Inside Call



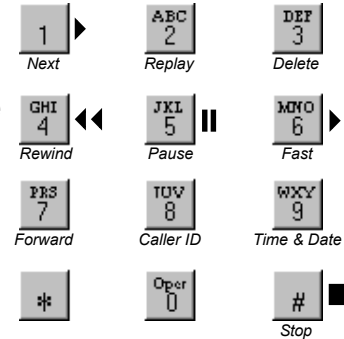
1. Click the **Inside Call** button on the toolbar.
2. Select the extension in the **Extensions** list, or type the extension number in the **Number** box of the **Inside Calls** dialog box.



3. Click **Dial**.

## Voice Mail

### Listening to a Voice Mail Message



1. Click the **Voice mail** button and the **Keypad Dialer** button on the toolbar, and then click your passcode if prompted.
2. Click **1** to listen to a message.
  - Click **1** to play the next message.
  - Click **2** to replay the message.
  - Click **3** to delete the message.
  - Click **4** to rewind the message 5 seconds.
  - Click **5** to pause the message 20 seconds.
  - Click **6** to fast forward the message 5 seconds.
  - Click **7** to forward the message to another Voice Mail extension.
  - Click **8** to hear Caller ID.
  - Click **9** to hear the date and time of the message.
3. Click the **Disconnect** button on the toolbar.



### Setting Up Voice Mail Features



1. Click the **Voice mail** button and the **Keypad Dialer** button on the toolbar, and then click your passcode if prompted.
2. Click **2** to gain access to the **Setup Options** menu.
  - Click **1** to record a new greeting. Click # to stop.
  - Click **2** to play back your recording.
  - Click **3** to create or change your passcode.
  - Click **4** to turn on or off time and date notation.
  - Click **5** to turn on or off Caller ID.
  - Click **6** to change the playback order.
  - Click **7** to set up Voice Mail Notification.
  - Click **8** to set up Dial by Name options.
  - Click \* to exit the **Setup Options** menu.

## Basic Operation

### Selecting a Call

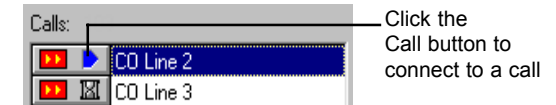
1. Click the text portion of the call description in the **Calls** list of the **Calls** window.



### Connecting to a Call



1. Click the **Call** button next to the call description in the **Calls** list of the **Calls** window.



- Connecting to a second call automatically places a currently connected call on hold.

### Placing a Call On Hold



1. In the **Calls** window, click the call description to select a call, or click the **Call** button to answer a call.
2. Click the **Hold** button in the **Calls** window.
  - The call status symbol changes to an hourglass.

## Basic Operation

### Taking a Call Off Hold



1. Click the **Hold** status button next to the call description in the **Calls** list of the **Calls** window.

### Disconnecting a Call



1. In the **Calls** window, click the call description to select a call, or click the **Call** button to answer a call.
2. Click the **Disconnect** button in the **Calls** window.

### Transferring a Call to an Extension Unannounced



1. In the **Calls** window, click the call description to select a call, or click the **Call** button to answer a call.
2. Select the extension in the **Extensions** list of the **Extensions** window to which you want to transfer the call.
3. Click the **Transfer** button in the **Extensions** window.

## Basic Operation

### Transferring a Call to an Extension Announced



1. In the **Calls** window, click the call description to select a call, or click the **Call** button to answer a call.
2. Select the extension in the **Extensions** list of the **Extensions** window to which you want to transfer the call.
3. Click the **Announced Transfer** button in the **Extensions** window.
4. Announce the caller to the extension, then click the **Transfer** button.

### Transferring a Call to an Extension's Voice Mail



1. In the **Calls** window, click the call description to select a call, or click the **Call** button to answer a call.
2. Select the extension in the **Extensions** list of the **Extensions** window for the Voice Mail to which you want to transfer the call.
3. Click the **Transfer to VM** button in the **Extensions** window.

## Advanced Operation

### Transferring a Call to an ACD



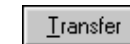
1. Select or connect to a call in the **Calls** window.
2. Click the **ACDs window** button on the toolbar.
3. Select the ACD in the **ACDs** list to which the call will be transferred, and then click the **Transfer** button.

### Transferring a Call to an Auto Attendant



1. Select or connect to a call in the **Calls** window.
2. Click the **Auto Attendants window** button on the toolbar.
3. Select the Auto Attendant in the **Auto Attendants** list to which the call will be transferred, and then click the **Transfer** button.

### Transferring a Call to a Conference Room



1. Select or connect to a call in the **Calls** window.
2. Click the **Conference Rooms window** button on the toolbar.
3. Select the Conference Room in the **Conference Rooms** list to which the call will be transferred, and then click the **Transfer** button.