Phone FAQ

To Access Voicemail

1. Dial *17
2. Follow voicemail prompts.

To Dial Long Distance

1. Dial 91 and the number you are dialing out to.
2. Wait for a tone. This tone signifies it is waiting for a long distance code.
3. Type in your code (without the 16 if your code starts with a 16).
4. Press the # key.

To Conference

1. You must be on a call to initiate a conference call
2. Press **Conf** (button under the word call in the display). This puts your active call on
3. Dial the Phone number you would like to Conference (91248XXXXXXX)
4. Press **Conf** again to start the conference call

To add a new contact to your phone (9608G only)

1. Press the **CONTACTS** key. Use the ◀ left/right ▶ keys to select your ***Personal*** directory.
2. To add a contact, press **New**. To edit a contact, highlight it and press **Edit**.
   - Use the ▲ up/down ▼ keys to switch between number and name entry.
   - When the name and number have been entered as required, press **Save**.

How to forward a voicemail to another extension.

1. Dial *17 and log into your voicemail
2. Press 2 to get voicemails
3. Navigate to the message you want to forward
4. To Listen press 0
5. To Forward press 1
6. To Forward with Comment press 2
7. Type in the Extension and press pound. Press pound again.
8. Press Pound again.

9608G only.

1. Click on the Mail Button on the Phone.
2. Select Listen.
3. Select the message.
4. Select More.
5. Select Copy.
6. Select Send To.
7. Type in the Extension number and Select Add.
8. Highlight the number and Select Send.

Transfer calls Directly to Someone's Voicemail (9608G only)

1. With a call connected, press the Message key.
2. Dial the extension number of the user or group and press Select.

Making a call

1. Lift handset or press Speaker
2. Press the digits on the dial pad (outside calls must start by dialing 9 and then the number). The phone initiates the call after the numbers have been dialed.

Answering a call

A slow flashing appearance button indicates an alerting call. This may also be accompanied by ringing and by the message lamp flashing. If you are currently not on a call:

- To quiet the ringing, press **Ignore**. The call will continue alerting visually.
- To redirect the call to your mailbox, press **To VM** if shown.
- To answer the call using the handset, lift the handset.
- To answer the call handsfree, press the **SPEAKER** key.
- To activate mute, press the MUTE key. The button will be lit while mute is active.
- To switch mute off, press the MUTE key again.

Once you have answered the call, you can switch between different talk modes:

- To switch to using the handset, simply lift the handset.
- To switch to handsfree, press the **SPEAKER** key. If you were using the handset you can now replace it.

Ending a call

- The **Drop** button can be used to end the currently highlighted call.
- If the call is on the phone's speaker, the **SPEAKER** key is lit. Pressing the key again will end the call.
- If the call is on the phone's handset, replacing the handset will end the call.

To Transfer a call

1. Press Transfer
2. Dial the Extension of the person you wish to transfer to
3. Press Complete (button under the word call in the display).

To put a call on hold and take a call off hold

1. To put your current call on hold, press the Hold soft key or the call's appearance button.
2. The held call will be indicated by its call appearance button with a fast-flashing green lamp.
3. Press the fast-flashing green lamp button to pick up the held call.
4. While held, the caller will hear music on hold.
5. You can scroll the display using the ▲ up and down ▼ arrow keys. The held call will appear with a icon.