

Hosted Phone System Quick Feature Guide

Park Call (Puts call on Hold to be picked up from any other phone)

While on the call you wish to place on hold::

Press the Park Slot you wish to hold the call on. (i.e. Park 701)

Calls are parked starting at extension 701

To pick up a call simply press the park button that the call is held on or Dial the Extension the call is parked on.

Station Hold (Puts call on hold on your phone only)

Press the HOLD Button, to take off hold press the HOLD button again.

Call Transfer (Un-attended Transfer)

Press the TRANSFER button, dial the extension (or press the softkey) you wish to transfer to then press the TRANSFER button again to complete the transfer. You can also Press the Extension's button to transfer a call Direct to that Extension.

Call Transfer + Announce (Attended Transfer)

Press the TRANSFER button,
dial the extension (or speed dial number) you wish to transfer to
Press TRANSFER button to Dial (wait for the person to answer)
press the TRANSFER button again to complete the transfer

Check Voicemail (from your own phone)

Dial 5001 (or Press the MESSAGE button) then enter your password when prompted

Check Voicemail (from any phone other office phone)

Dial 5000 then enter your extension and password when prompted

Conference Call (3 Way)

Dial the number of the person you wish to conference, press the CONF button (this places caller one on hold) dial the phone number of the second person you wish to conference and connect to them, Press the CONF button again to join all 3 callers in the conference.

Directed Call Pickup (Pickup another phone that's ringing)

Dial *35+ the extension number (press SEND if it doesn't dial automatically) of the phone that is ringing

Directory

To view a extension directory of all users on the system press the "DIRECTORY" Key.
The Company Group contains all users in the company
The Features Group contains all Features available on the system

Outside Call

Dial the phone number (Including Area Code) of the person you wish to call. You may press the SEND soft key to have the phone dial instantly or you may wait a few seconds to have the phone dial by itself

View Missed / Dialed and Received Calls

Press the **History** Softkey

UP = Scroll to the previous entry

DOWN= Scroll to the next entry

Use the Left / Right Arrow keys to toggle between received / dialed and missed calls