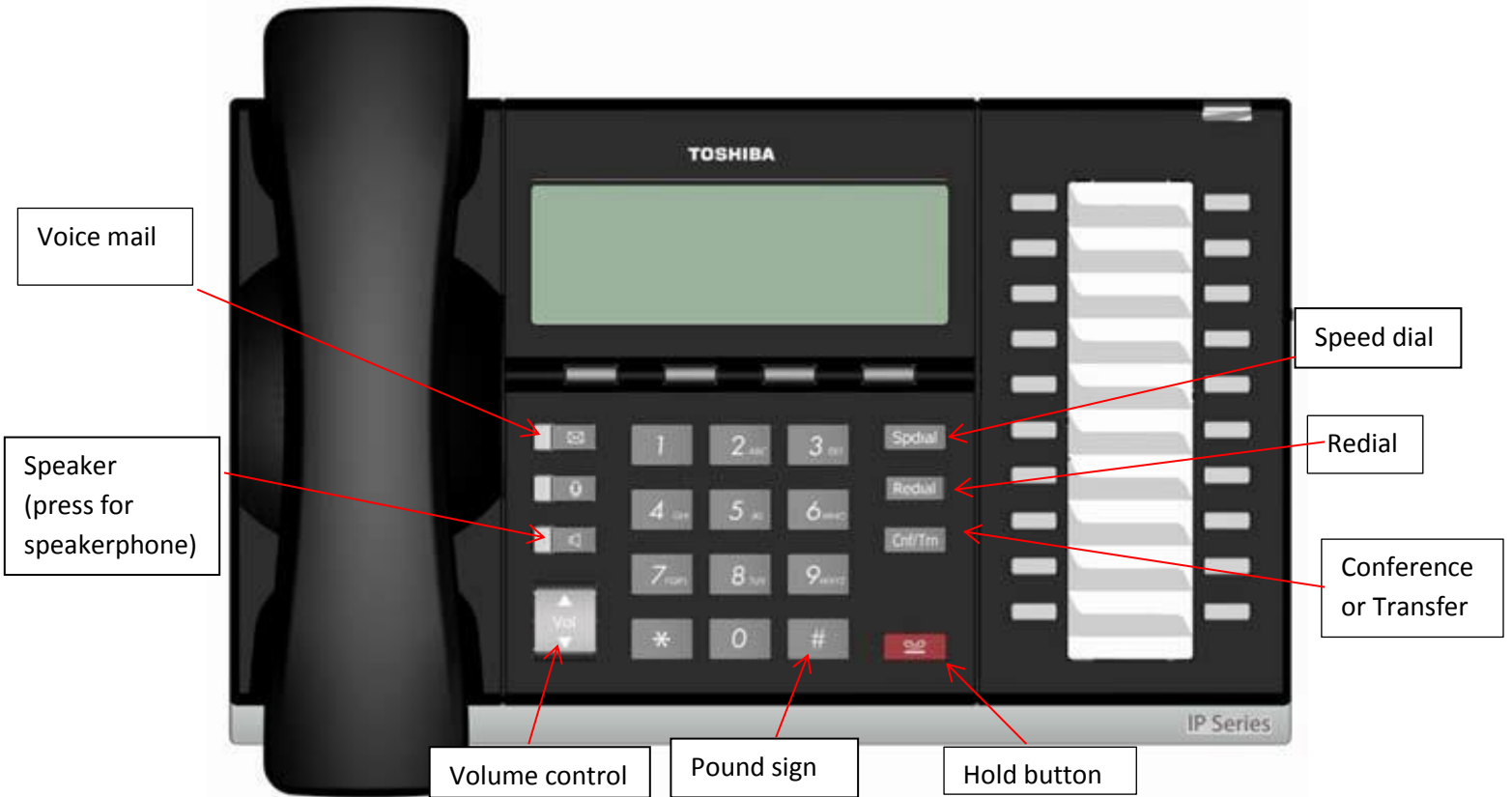


Phone Instructions



To make best use of our phone system you should know what the lights on the right side of the phone mean. This avoids interrupted calls and cues you when to pick up the handset.

A solid red light	This line is in use at a different phone.
A rapidly blinking green light	Answer the call at your station
A slower blinking green light	This is a line you put on hold. It can be picked up from other phones if needed.
A red blinking light	Line someone else put on hold. This can be retrieved from any phone.

Receiving Calls

Internal call: If you hear a tone pick up the receiver and answer it.

Outside Call: If the phone rings pick it up and answer it.

Placing Calls

Inside call: Lift the handset and dial the extension number you are trying to reach

Outside call: Lift the handset, press the button on an open line and dial the number

To Hold a call

Regular Hold: (Useful for shelf checks or to determine if a specific staff member is available)

Press the HOLD key once

“Private” Hold: Press the HOLD key twice; the call can only be retrieved from this extension.

Hold Recall: After a call has been on HOLD for sixty seconds it will ring back until answered.

Transfer a call - two methods to choose from:

1. Press Conf/Trans, dial the extension, announce the call and hang up. Receiver of the transfer simply picks up their handset to receive the call
2. Put the call on regular hold, intercom or page the extension the call is for, tell them what line the call is on and hang up.

Transferring a call directly to a mailbox: While on the line with the caller press the voice mail key. Dial the proper extension number, press #, and hang up.

Last number redial: Press an outside line, press the REDIAL key and your phone will dial the last number dialed from this phone, whether internal or external.

VOICEMAIL:

Checking Messages

1. When your message waiting light is blinking you have Voicemail. To pick up your messages push the key with the envelope and enter your security code (extension number)
2. If your message light is not lit, lift the handset and dial 250 when prompted enter your extension number followed by the # sign.
3. Make notes as you listen to your message. If you caught all the information, press 3 to delete the message. If something was unclear follow the prompts to repeat the message. Please erase messages when you have dealt with them.

Checking your voicemail from outside the office

If you are checking during business hours,

1. Call the main number and ask to be sent to your voicemail.
2. When you hear your greeting press *.
3. When asked for your user ID enter your mailbox number followed by the # sign.
4. Then enter your security code to pick up your messages.

If you are checking after hours,

1. Call the main number when you hear the main greeting, press *.
2. When asked for your user ID, enter your mailbox number (extension), then the # sign.
3. Finally, enter your security code to pick up your messages.

To Conference Call (8 parties maximum)

To add second line: Inform first party of what you are doing and press CNF/TRN key this automatically places them on hold while you press another line and dial the party you are adding. Press CNF/TRN again and all parties should be connected.

To add another line: Inform previous parties of what you are doing, press CNF/TRN key, putting previous parties automatically on hold, dial extension number of part you are adding and press CNF/TRN to connect all parties.