

FIAF

Telephone Quick Reference Guide

Answer a call

- Pickup phone, or **Speakerphone Button** or hit **Reject/ignore soft button** to send a call to voicemail

Make a call

- Internal call, press the extension or dial the 3-digit extension.
- Local call, press 1, then 10 digit number
- Long distance or toll free call – *More news soon.*

Transfer a call

- Announced transfer
 - While on call press the **Transfer** button and hit extension you want to **Transfer** to; when person picks up, say who is calling and hit **Transfer**
- Unannounced **Transfer**
 - While on call press **Transfer** button, then press the **Blind** soft button, and then dial the extension and **Enter** or **Dial**. This will transfer the call, preserving the Caller ID.
 - Calls may be transferred to an outside number. Use 1+area+number, etc.
- Transfer directly to voice mail
 - While on call press **Transfer**, then press ***33** plus extension (then the **Transfer** again)

Place a call on hold

- While on a call, press **Hold**
- When ready to resume the call, press **Hold** or the **Resume** soft button

Redial

- Press **Redial** button to redial last number dialed

Conference 3 way call

- Place your first call, press **Conference** button. Place your 2nd call, then press **Conference** button again.
- Press **Split** (and later **Join**) if necessary

Conference Room Feature

- Dial 200 from your desk
- Or transfer a caller to this number, then dial it yourself to join.
- Tell others to also join you there.

Parking Lot (“Parking a Call”)

- To park the call, **Transfer** the call to extension 700, wait for system to tell you the extension it used (701, 702, etc.)
- To pick up the call, go to any phone and dial the announced extension.

Voicemail

- Accessing voicemail from the phone.
 - Press the **Messages** button on your phone or **Dial 899** (voicemail).
 - Enter your password (default password:121212)
- Accessing voicemail from outside office.
 - Dial your Direct number, when voicemail picks up, press * (star)
 - Enter your passcode and Pound (#).
- Once logged into your voice mailbox, follow the prompts to check voice mail, delete messages, or record new greetings.
- To record your greeting, **Press 0** for advanced options, and then **Press 1** to record your Unavailable Message.
- Any new voice mail will be delivered directly to your email account.