TRANSFERING A CALL

TO TRANSFER A CALL INSIDE THE OFFICE
- While on the line
- Press "**TRANSFER**"
- Dial **extension**/press button (i.e. Lisa 101)
- Announce call
- Hang up to complete transfer
- IF THE PERSON IS NOT AVAILABLE TO TAKE THE CALL, PRESS THE LINE THAT IS FLASHING GREEN TO RETRIEVE THE CALL

TO TRANSFER A CALL TO VOICEMAIL INSIDE THE OFFICE
- While on the line
- Press "**SEND TO VM**"
- Dial **extension**/press button
- Hang up

TO TRANSFER TO ANY NUMBER OUTSIDE OF OFFICE
- While on the line
- Press "**TRANSFER**"
- Dial "**9**"
- Dial the **phone number** (i.e. Randy's cell phone number)
- Announce call
- Hang up
- IF THE PERSON IS NOT AVAILABLE TO TAKE THE CALL, PRESS THE LINE THAT IS FLASHING GREEN TO RETRIEVE THE CALL

TO BLIND TRANSFER TO ANY NUMBER OUTSIDE OF OFFICE
- While on the line
- Press "**TRANSFER**"
- Dial "***9**"
- Dial the **phone number** (i.e. Randy's cell phone number)
- Press "**#**"
- Hang up

TO TRANSFER CALLS FROM THE CORDLESS PHONE TO AN EXTENSION IN THE OFFICE
- Press "**FLASH**"
- Dial **extension** number (i.e. 103 for Connie)
- Announce call
- Hang up

HOLD FUNCTION/PARK – PARK PICK UP
(IN OFFICE ONLY)

TO PLACE A CALL ON HOLD (PARK)
- While on the line
- Press "**TRANSFER**" and "**PARK 1**" or "**PARK 2**"
- Hang up

TO ANNOUNCE CALL ON HOLD (PARKED)
- Leave phone on hook
- Dial **extension**
- Announce the call and either PARK 1 or PARK 2
- *IF THE INTENDED PERSON IN ON THE PHONE, IT MAY BE NECESSARY TO WRITE DOWN THE NAME OF PERSON WHO IS ON HOLD AND IF THE CALL IS ON PARK 1 OR PARK 2, THEN WALK OVER TO THE PERSON AND HAND THEM THE INFORMATION*

TO RETRIEVE A CALL ON HOLD (PARK PICK UP)
- Leave phone on hook
- Press "**PARK 1**" or "**PARK 2**" (the light will be flashing red)
- Once call is connected, pick up receiver to talk

VOICEMAIL (IN OFFICE)

TO TRANSFER A CALL TO VOICEMAIL INSIDE THE OFFICE
- While on the line
- Press "**SEND TO VM**"
- Dial **extension/**press button (i.e. for Margaret, press "SEND TO VM" "MARGARET 105")
- Hang up

TO CHECK VOICEMAIL WHEN YOU ARE IN THE OFFICE
- Leave phone on the hook
- Press "**MY MAIL**"
- Press "**1**" to listen to new messages

TO CHANGE PERSONAL GREETING WHEN YOU ARE IN THE OFFICE
- Leave phone on the hook
- Press "**MY MAIL**"
- Press "**4**" for mailbox management
- Press "**1**"
- Select from the following:
  - Press "**1**" for No Answer Greeting (this is your general greeting)
  - Press "**2**" for Busy Greeting
 - Press "**3**" for After Hours Greeting

VOICEMAIL (OUTSIDE THE OFFICE)

TO CHECK VOICEMAIL WHEN YOU ARE OUTSIDE OF OFFICE
- Dial your direct phone number (713.400.10XX)
- Press "**#**" "**6**" "*****" and your **extension** number (i.e. Lisa would dial #6*101)
- Enter **password** and "**#**" (36875323#)
- Press "**1**" to listen to new messages

TO CHANGE VOICEMAIL WHEN YOU ARE OUTSIDE OF OFFICE
- Dial your direct phone number (713.400.10XX)
- Press "**#**" "**6**" "*****" your **extension** number (i.e. Connie would dial #6*103)
- Enter **password** and "**#**" (36875323#)
- Press "**4**" for mailbox management
- Press "**1**"
- Select from the following:
    - Press "**1**" for No Answer Greeting (this is your general greeting)
    - Press "**2**" for Busy Greeting
    - Press "**3**" for After Hours Greeting
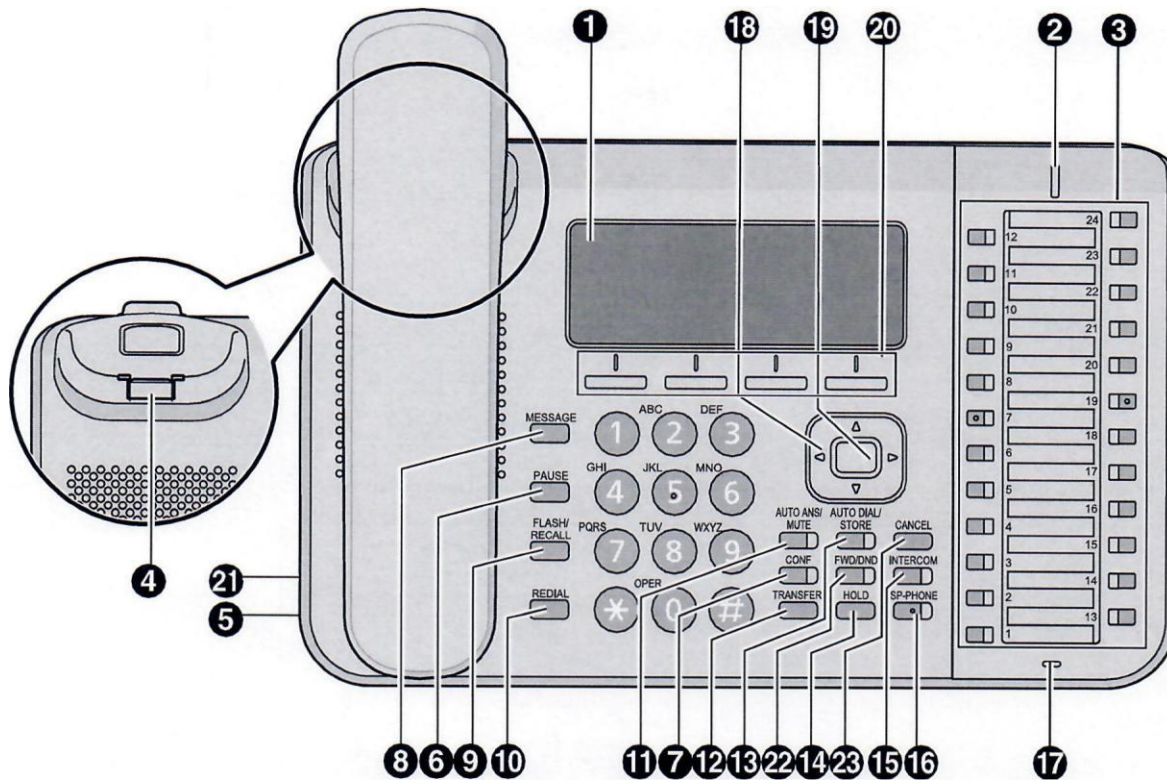
KX-DT543

2 - Message/Ringer Lamp: When someone has left you a message, the lamp stays on red. When you receive an intercom call, the lamp flashes green, and on an Outside call, the lamp flashes red.

7 - CONF: Used to establish a multiple party conversation.

9 - FLASH/RECALL: Used to disconnect the current call and make another call without hanging up.

10 - REDIAL: Used to redial the last dialed number.

11 - AUTO ANS/MUTE: Used to receive an incoming call in hands-free mode or mute the microphone/handset during a conversation.

12 - TRANSFER: Used to transfer a call to another party.

13 - AUTO DIAL/STORE: Used for System/Personal Speed Dialing

14 - HOLD: Used to place a call on hold (ONLY ON YOUR PHONE – TO PLACE CALL ON HOLD FOR SOMEONE ELSE USE PARK AND PARK PICK UP)

15 - INTERCOM: Used to make or receive intercom calls.

16 - SP-PHONE (Speakerphone): Used for performing hands-free operations.

17 - Microphone: Used for hands free conversations.

18 - Navigator Key: Used to adjust the volume and the display contrast or select desired items.

19 - ENTER: Used to assign the selected item.

20 - Soft Buttons (S1-S4): S 1-S4 (located from left to right) are used to select the item displayed on the bottom line of the display.

22 - FWD/DND: Used to switch Call Forwarding or Do Not Disturb on your extension.

23 - CANCEL: Used to cancel the selected item.