

## Call Directly to Voice Mail

- Press \* and then the extension number

## How to Forward All your extensions to another extension

- Press the **MORE** Button
- Press **CFwdAll** button
- Dial the **extension number** you want calls to be forwarded to
- The status line will display **Forwarded to & extension number** with an arrow will appear next to all of your extensions on the right corner of the phone display

## How to Cancel Forward All your extensions

- Press **MORE**
- Press **CFwdAll** button

## Set Up Voice Messaging

- Press the **Messages** button on your phone
- Follow the voice prompts

## Voice Messages Waiting

- A flashing envelope icon displays next to the extension number
- A voice message email is sent to your outlook inbox (It will say **Voice Message** in the subject line)

## Access Voice Messages via the phone

- Click on the extension number button on your phone if you have multiple extensions
- Press the **Messages** button on your phone and enter your password (followed by pound #)

## Access Voice Messages via Outlook

- Open the email
- Double click on the **message attachment** and listen to the voice mail (subject line displays caller's number)

## Access Voice Messages from off Campus

- **Modesto:** Dial 575-7950
- **Columbia:** Dial 588-5000
- Press \*

- Enter your extension followed by #
- Enter your password followed by #

## Deleting Voice Messages

- Deleting via phone  
Press 3
- Deleting via outlook  
Press Delete

## Skip Recorded Greeting

- Press \* to go directly to voicemail of party you are calling

## Access Call logs

- Press the **Directories** button on your phone
- Select **Missed Calls, Received Calls, or Place Calls** to display the stored calls
- To **Clear** call logs, highlight the desired directory by pressing the up or down arrow
- Press **Clear** button (Each log can hold up to 100 entries)

## Access Staff Directory

- Press **Directories** button on your phone
- Scroll down to **Corporate directory**
- Press **Select**
- To search by name, enter complete or partial first or last name or both
- To search by number, enter **575 for modesto** or **588 for Columbia** and the extension

## How to make a Conference Call

- During an active call, press the **more** soft key then press **Confrn**. The first caller is placed on hold.
- Dial the number to the other party you want to conference.
- After the second caller connects, press **Confrn** again to connect all three parties. The system is currently set for a maximum of four on a conference call.

## Change Default Ring

- Press **Settings** button
- Select **User Preferences**
- Select **Rings**

- To listen **Select** and **Play**
- To choose a ring press **Select** and **Save**
- Press **Cancel** to revert to previously saved ring

### **Place a call on hold**

- Press the **Hold** button
- To return to the call press **Resume** button

### **How to Transfer a Call (During an active call)**

- Press the **Transfer** soft key. Dial the target extension, you may wait to announce the call or press the **Transfer** key or hang up to complete the transfer.
- Transfer directly to voice mail; press **Transfer** soft key, press \*, enter extension then hang up.
- To cancel a transfer (before you complete the transfer), press the **End Call** soft key; press the **Resume** soft key to get caller back.