

PHONE FEATURES AND SHORTCUTS

ATTENDED TRANSFER

Press **Transfer** + **Extension number** announce call, to send the call to the party, press **Transfer** again.

An attended transfer allows you to talk to the person you are transferring the call to before actually transferring the call. Please note that the person you are transferring the call to will see the caller ID of the phone that you are calling from during an attended transfer.

BLIND TRANSFER

Press **Transfer** + **Extension number** + **Transfer** and hang up.

A blind transfer is a non-attended transfer in that, as soon as you press "Transfer + the extension," the call will be immediately be transferred. In this type of transfer, the person you transferred the call to will see the caller ID of the original caller.

SEND A CALL DIRECTLY TO VOICEMAIL

Press **Transfer** + **Extension number** + * + **Transfer** and hang up.

For example, to send a call to the voicemail of extension 12, press Transfer 12* Transfer.

CALL PARKING

To Park a Call: Press **Transfer** + **Park** + **Transfer**

Listen for a Number between 1 and 9. The number is the location that the call is parked at.

To UnPark a Call: Press **UnPark** + **Location #** + **Dial**

CONFERENCE CALL

Connect First Call, Press **Conference**, Place Second Call, Press **Conference**. Calls are now connected.