▶ Calling

Placing a Call

Extension-to-Extension – Pick up the handset or press the **Speaker/Headset** key and dial the extension.

Outside Number – Pick up the handset or press the **Speaker/Headset** key and dial

Local Call – 9 + Number

Long Distance – 9 + 1 + Area

Code + Number

NOTE: You will not hear a dial tone after pressing "9" when making an outside call.

While on another call – Press any **Line** key and dial the number. The original call is automatically placed on hold.

Answering a Call

New call – Lift handset or press **Speaker/Headset** key.

While on another call – Press the blinking **Line** key and the original call is automatically placed on hold.

▶ Transfer

To transfer a call to another extension (or outside number):
1. Activate the line of the call you wish to transfer (if not already connected).
2. Press the **Transfer** (**Xfer**) key. You should hear a dial tone as a second line activates.
3. Dial the extension you wish to transfer the caller to. The caller may also be transferred to an outside number by dialing the external number as you would normally place a call.
   • To complete a blind transfer press the **Transfer** (**Xfer**) key again before the receiving party answers, then hang up.
   • If you wish to speak to the person receiving the transferred call (warm transfer), remain on the line until they answer. Once you press the **Transfer** (**Xfer**) key again, the two parties will be connected and you can hang up.
4. To cancel the transfer, select **Cancel** on the display screen or press **Goodbye**.

▶ Placing a Call on Hold

Press the **Hold** key. The caller is placed on hold and music plays as they await your return. To take the caller off hold press the blinking **Line** key.

▶ Conference Call

You can initiate a Conference Call in a number of ways:
1. Begin with an active call and dial an additional party:
   • During an active call press the **Conf** key. The active call is placed on hold and a new line is presented with dial tone.
   • Dial the 2nd party and press the **Conf** key again to connect all parties on the Conference Call.
2. Begin with active calls on two different lines and conference all lines together:
   • Press one of the two **Line** keys (example, Line 1).
   • Press the **Conf** key.
   • Press the **Line** key that has the second active call (example, Line 2).
   • Press the **Conf** key again. The 2 lines are now connected into the Conference Call.
3. Begin with an active call and conference in an inbound caller:
   • During an active call you receive an inbound call. Press the **Line** key of the incoming call, which will automatically place your active call on hold.
   • Press the **Conf** key and go back to the first active call line. Press the **Conf** key again and all calls will be connected in the Conference Call.
4. To disconnect a party at any time press the **Drop** key. To end the Conference Call for all parties press the **Goodbye** key.

▶ Call Forwarding

(Users of the Packet8 6753i IP Phone should refer to the User's Guide or use the online Self Service Portal to set Call Forwarding)
1. Press the **Call Forward** key to begin the Call Forwarding process.
2. Select a Call Forward Mode (example Busy) by using the up and down arrows and then press the **Change** key.
3. While in the Call Forward Mode, you must change the State from "Off" to "On" by pressing the **Change** key.
4. After changing the **State** to "On", use the down arrow key to drop down to the **Number** section. Enter the phone number you want your calls Forwarded to.
5. Press **Done** to save your settings. The LED light next to the Call Forward option should be on.

To turn off Call Forwarding, press the **Call Forward** (**Call Fwd**) key and set the State to "Off". Press Done to save your settings.

NOTE: When forwarding to an external number, you need to enter 9 + phone number.

▶ DND (Do Not Disturb)
1. To activate the Do Not Disturb function press the key next to the DND menu item. The LED light will glow red indicating the **DND** feature has been activated.
2. To turn off the Do Not Disturb function, Press the **DND** key. The red LED light should be off indicating the DND feature is no longer active.

Redial
1. To dial the last number called, press the **Redial** key twice while the handset is lifted off the base unit.
2. If the handset is on the base unit, pressing the **Redial** key will activate a **Redial Directory** which will appear onscreen allowing you to scroll through and select the number you wish to redial (up to the last 100 numbers dialed).

▶ Intercom*

Making an Intercom Call:
1. Press the **Intercom** (**Icom**) key.
2. Enter the extension number of the person you wish to intercom.
3. You will hear a quick ring when the Intercom Call is connected to the recipient.
4. If the recipient is on a call you will be directed to their voicemail.
5. To cancel or end the call, press the **Goodbye**, **Line Key** (ie, Line 1) or simply lift and replace the handset.

Receiving an Intercom Call:
1. When receiving an Intercom Call you will hear a beep on your speakerphone.
2. The Intercom Call will automatically be answered, however the Mute function is automatically activated for your privacy.
3. To continue with your Intercom Call you must unmute the caller by pressing the **Mute** key.
4. If you are on a call when an Intercom Call is transmitted you may answer the Intercom Call or allow it to be directed automatically to your voicemail.
5. To cancel or end the call, press the **Goodbye**, **Line Key** (ie, Line 1) or simply lift and replace the handset.

▶ Network Corporate Directory Listing*
1. Press the **Directory** (**Corp Dir**) key and use the arrow keys to scroll to the person for whom you are searching. The Directory allows for a block of 30 names to view. To view the next block of 30 names press the **Next** key.
2. Scroll to the name you would like to dial and press the **Dial** key to initiate the call.

To look up a name in the Network Corporate Directory Listing:
1. Press the **More** key, then press the **Corp Srch** key. You can search by First or Last name.
2. Use the arrow keys and the corresponding letter key to enter First or Last name. For example, press the "2" key three times to produce the letter C. You can search for truncated names to select from a list. For example, spell out Wil to search for William, Wilton, etc.
3. Press **Look up**.
4. Press **Select** and then **Dial** to initiate the call.
5. To cancel, press **Exit** at any time during the process.

▶ System Numbers

201-209:	Ring Group Extension Range
301-399:	Virtual Extension Range (additional charges will apply)
444:	Auto-Attendant
500:	Access Voicemail from another extension
555:	Voicemail
556:	Conference Bridge
601-605:	Park Extension Range
621-626:	Call Queuing Extension Range (additional charges will apply)
651-658:	Shared Line Extension Range (additional charges will apply)

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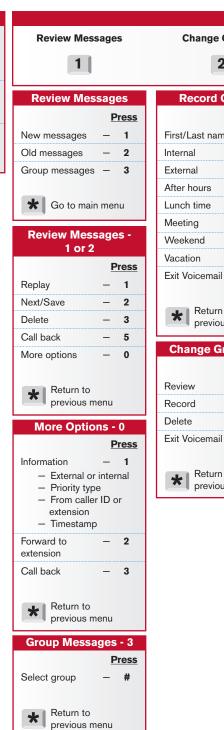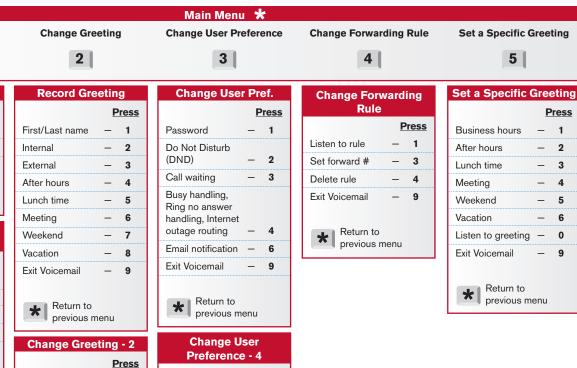
* Feature is not available on the Packet8 6753i IP Phone.

Voicemail Access

	Dial
From your extension →	555
From another extension →	500

From an outside line:
dial your phone number and press **#** during greeting

Main Menu *

Review Messages	Change Greeting	Change User Preference	Change Forwarding Rule	Set a Specific Greeting
1	**2**	**3**	**4**	**5**

Misc. Options

6	Announce Only Mode On/Off
9	Exit Voicemail

Review Messages

	Press
New messages —	1
Old messages —	2
Group messages —	3
✱ Go to main menu	

Review Messages - 1 or 2

	Press
Replay —	1
Next/Save —	2
Delete —	3
Call back —	5
More options —	0
✱ Return to previous menu	

More Options - 0

	Press
Information —	1
— External or internal	
— Priority type	
— From caller ID or extension	
— Timestamp	
Forward to extension —	2
Call back —	3
✱ Return to previous menu	

Group Messages - 3

	Press
Select group —	#
✱ Return to previous menu	

Record Greeting

	Press
First/Last name —	1
Internal —	2
External —	3
After hours —	4
Lunch time —	5
Meeting —	6
Weekend —	7
Vacation —	8
Exit Voicemail —	9
✱ Return to previous menu	

Change Greeting - 2

	Press
Review —	1
Record —	2
Delete —	3
Exit Voicemail —	9
✱ Return to previous menu	

Change User Pref.

	Press
Password —	1
Do Not Disturb (DND) —	2
Call waiting —	3
Busy handling, Ring no answer handling, Internet outage routing —	4
Email notification —	6
Exit Voicemail —	9
✱ Return to previous menu	

Change User Preference - 4

	Press
Busy handling —	1
Ring no answer handling —	2
Internet Service outage routing —	3
✱ Return to previous menu	

Change Forwarding Rule

	Press
Listen to rule —	1
Set forward # —	3
Delete rule —	4
Exit Voicemail —	9
✱ Return to previous menu	

Set a Specific Greeting

	Press
Business hours —	1
After hours —	2
Lunch time —	3
Meeting —	4
Weekend —	5
Vacation —	6
Listen to greeting —	0
Exit Voicemail —	9
✱ Return to previous menu	