



To Answer a Call

- Lift Handset, Press Speaker or Line

To Place a Call

- Lift Handset or Press Speaker Button, Dial extension or 8 + Number
- For Long Distance: Code = 01XXX#
 - XXX = Last 3 digits of your extension.

To Place Call on Hold

- While on a call, Press Hold (soft key) To retrieve call, press Resume

To Transfer a Caller

- Press Transf soft key
- Dial number (Announce the call)
- Press Transf soft key or Hang up.

To Create a Conference Call (up to 6 participants)

- Press More soft key to get to additional features
- Press Confrn
- Dial Number and announce conference call
- Press Confrn

To Park a call (while on a call)

- Press More soft key to get to additional features
- Press Park (Note Park number on display)

To retrieve Parked call

- Lift handset and dial displayed Park Code

Call Pickup

- Lift handset and Press More soft key to get to additional features
- Press Pickup Soft key
- Press Answer

For Support

- Enter a Helpdesk ticket at <http://helpdesk.lifewaysmco.com:8080>

Call Forward

- Press CfdwAll soft key
- Press Messages (to voicemail) or enter an extension or 8+ Number if allowed

Change Phone Settings

- Press the Setting Button
- Select User Preferences
 - Select Contrast (up or down and OK)
 - Select Ring Type (Default ring, select and OK)

Send an incoming call to Voicemail

- Press iDivert while call is ringing

--UNITY VOICE MAIL--

To Set Up Mailbox

- Press Messages Button
- Enter Default Password (4 digit extension number) followed by #
- Follow voice prompts to record Name and Greeting
- Change Password (Must be between 3 and 5 numbers long)

To Access Voicemail

- Press Messages Button
- Enter Password

During Message

| <u>During Message</u> | <u>After Message</u> |
|-----------------------------------|----------------------|
| 1 Restart | 1 Replay |
| 2 Save | 2 Save |
| 3 Delete | 3 Delete |
| 4 Slow Playback | 4 Reply |
| 5 Change Message Volume | 5 Forward |
| 6 Fast Playback | 6 Save as New |
| 7 Rewind (5 Sec increments) | 7 Rewind (5 Sec) |
| 8 Pause/Resume | * |
| 9 Fast Forward (5 Sec increments) | 9 Play Summary |

To Leave a Message in Voicemail

- Press *, Dial extension
- To by-pass Greeting, Press #.

To Skip a Message in Voicemail

- Press “#” to skip a message in your Voice-mail

To transfer a caller directly into Voicemail

- Press Transf soft key
- Dial *, then extension number
- Press Transf soft key or hang up

To Access Your Mailbox remotely

- Dial your Direct Dial Number, when greeting starts, press * then enter your ID (Extension number) followed by # and Password followed by #. Or Dial the Back Door Number (789-1294) and enter ID and Password.