

Phone System Tips and Tricks

- 1) Always remember to press 8 before dialing an outside phone number.
- 2) If you want to transfer a call directly to someone's voicemail, press the transfer button, * and then the extension number. This way the caller does not have to wait the 20 seconds before voicemail kicks in.
- 3) If you want to set your phone to forward all calls directly into your voicemail, press the call forward all button and then the messages button. This will act as a "Do Not Disturb" for meetings, etc. To release this, press the call forward all button again. Now your phone will ring again instead of going straight into voicemail.
- 4) Several people have been hitting the call forward all button when they thought they had hit the transfer button. Therefore, some phones have been set to forward calls to another extension. The way you can tell if this has happened is by looking at the display screen on the phone. It should not say "Forwarded to 4002 (ext.)" unless you have set it yourself. If it does, then hit the call forward button to release it.
- 5) If you are having trouble getting a call resumed once it has been placed on hold, read this. After you place a call on hold, there are two ways in which to resume it. You can hit the extension (ex. 4103) button next to the call on the display or hit the teal toggle button up. Once you have scrolled it up, you should be able to hit resume. I hope that helps those who were having trouble with resuming calls placed on hold.
- 6) Some of you have asked about your voicemail box asking for a new password. The system is set to ask for a new password periodically. You can either choose a new one or input the same one again. It will accept it and go right back into your voicebox.