



TO MAKE AN INTERNAL CALL

Pick up **HANDSET** or Press Speaker Button
Dial Desired **EXTENSION** Number
Press **DIAL**

ANSWERING AN INCOMING CALL

Incoming calls to your phone are indicated in several ways:

- The Phone Rings
- The incoming Caller ID is shown on the display

Lift the **HANDSET** or Press Speaker key

TO MAKE AN EXTERNAL CALL

Lift **HANDSET**
Dial **"9"**
Dial **TELEPHONE NUMBER**
Press **DIAL**

REDIAL

Without Lifting Handset
Press the **REDIAL** Button
Use **NAVIGATION KEYS** to Select the **CONTACT** to redial
Press the **DIAL** Softkey.

HOLDING vs. PARKING A CALL

Hold puts the caller "on hold" at your phone and the party can only be picked-up from your phone.

Park puts the caller on a "System Hold" (Parked) and that the party can be picked up from any phone on the system.

TO PLACE A CALL ON HOLD

While on the call:
Press **HOLD** Key

TO PICK UP A CALL FROM HOLD

While on the call:
Press **FLASHING LINE KEY** which is holding

TO PARK A CALL

While on the call:
Press the **TRANSFER**
Dial ***70** and press **DIAL**
View the display which will show which **PARKING**
SPACE where the caller was parked.
HANG UP

TO RETRIEVE A PARKED CALL

Lift **HANDSET**
Dial ***71 + PARK NUMBER** where the caller is parked
Press **DIAL**

TO TRANSFER A CALL TO ANOTHER EXTENSION (ANNOUNCED)

While on the call
Press **TRANSFER** Softkey
Dial Desired **EXTENSION** Number & Press **SEND/DIAL**
Wait for Response & Announce Call
Press **TRANSFER** Softkey to complete
Or
Press **END CALL/CANCEL** to return to caller

TO TRANSFER A CALL TO ANOTHER EXTENSION (BLIND - UNANNOUNCED)

While on the call
Press **TRANSFER** Softkey
Dial Desired **EXTENSION** Number & Press **SEND/DIAL**
Press **TRANSFER** Softkey to complete
Or
Press **END CALL/CANCEL** to return to caller

TO TRANSFER A CALL DIRECTLY TO VOICEMAIL

While on the call
Press **TRANSFER** Softkey
Dial Desired **EXTENSION** Number
Dial ***** and press **DIAL**
Press **TRANSFER** Softkey to complete

ACCESSING VOICEMAIL MAILBOX

Press the **ENVELOPE BUTTON** on your phone

Or

From another phone, lift **HANDSET**

Dial * + **EXTENSION** Number

Press **DIAL**

Enter **PASSWORD**

Follow Prompts

ACCESSING VOICEMAIL MAILBOX FROM OUTSIDE THE OFFICE

Call your main office number

When the company greeting answers

Press "*" + **MAILBOX NUMBER**

Enter Your **PASSWORD**

Follow Prompts

TO PLACE A CONFERENCE CALL

While on the 1st Call, Press the **CONFERENCE** Softkey

Dial the **2ND NUMBER** (Internal or External)

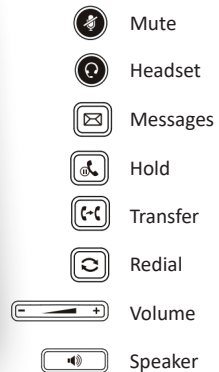
When 2nd Party Answers Press the **CONFERENCE** Softkey.

All parties are connected

TO PLACE YOUR PHONE IN DND

Select **DND** Softkey

(While in this mode, all calls go straight to your mailbox)



FEATURES	* CODES
Directed Call Pickup	*8 + Extension
Intercom	*1 + Extension
Voicemail	* + Extension
Transfer call directly to voicemail	Extension + *
Block your caller ID	*67 + Telephone #
Call Park	*70
Pick Up Parked Call	*71 + Spot #
Record a new UNAVAILABLE voicemail greeting	*301 + Mailbox
Record a new BUSY voicemail greeting	*302 + Mailbox
Record a new NAME recording	*303 + Mailbox
Listen to your unavailable greeting	*311 + Mailbox
Listen to your busy greeting	*312 + Mailbox
Listen to your name recording	*313 + Mailbox
Access Voicemail Center	*5000
Listen to Auto Attendant greeting 1, 2, 3	*331 / *332 / *333
Record new Auto Attendant greeting 1, 2, 3	*321 / *322 / *323
Listen Live	*57 + Extension
Barge-In	*58 + Extension
Call Center Agent Log-In	*01 + Agent ID
Call Center Agent Log Off	*00 + Agent ID
Call Center Agent Pause	*02 + Agent ID
Call Center Agent Un-Pause	*03 + Agent ID



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