

TELEPHONE FUNCTION

MAKING A CALL

- Lift handset
- Dial 4-digit extension number or dial 8 for an outside line.
- Converse

Note: You may also press **Speaker**, your extension button, **New Call** soft key, **Headset** button, Speed dial keys, Dial soft keys if using one of the directories, or the Redial soft key.

LONG DISTANCE DIALING

- 8 + 1 + Area Code + Phone Number + Access Code + #

INTERNATIONAL DIALING

- 8 + 011 + Country Code + City Code + Phone number + # + Access Code + #

ANSWER A CALL

- Lift handset
- If using a headset, press **Headset** button.
- To use speaker, press Answer soft key or **Speaker** button.

END A CALL

- Hang up handset
- Press **Headset** button if using a headset.
- Press **End Call** soft key
- If using Speaker, press **Speaker** button or **End Call** soft key.

MUTING A CALL

- Press **Mute** button, button will turn red.
- To disengage Mute, press **Mute** button and the red light will go off.

Note: Mute temporarily disables your microphone. Mute prevents the party from hearing you, but does not interfere with your ability to hear them.

PUTTING A CALL ON HOLD

- Press **Hold** soft key
- Press **Resume** soft key to return to call on hold.

TRANSFER A CALL

- When ready to transfer a call, press **Transfer** soft key.
- Dial 4-digit extension number to transfer to. (6400)
- When line rings and party answers, announce and then press **Transfer** soft key again to complete the transfer.

TRANSFER A CALL TO VOICEMAIL

- When ready to transfer a call, press **Transfer** soft key.
- Dial * plus the 4-digit extension number to transfer to. (*6400)
- When line rings and party answers, announce and then press **Transfer** soft key again to complete the transfer.

CALL FORWARD ALL CALLS

- Press **CfwdAll** soft key
- Enter the extension for where your calls will forward to.
- To CANCEL a forward: press **CfwdAll** soft key.

Note: If forwarding to voicemail, press **CfwdAll** soft key, then your **Messages** button.

LAST NUMBER REDIAL

- Press **Redial** soft key

CONFERENCE CALL

- During a call, press **More** soft key, then press **Confrn** soft key.
- You will get dial tone, so you can dial 2nd party.
- Press **Confrn** again to add new party.
- Repeat to add more

IDIVERT

- Call rings on your phone
- Press **iDivert** soft key during ringing.
- Call then forwards directly to your voice mailbox.

UNITY VOICEMAIL

ACCESSING VOICEMAIL

****Your default password is: 135790#**

Logging into voice mail from your phone:

- Press *Message* button
- Enter your password followed by #.
- Follow prompts to setup your mailbox.

Accessing voice mail from outside the system:

- Dial **796-5555**
- Once the system answers, press *
- The system will then ask you for your ID number. Your ID number is your 4-digit extension followed by #.
- Then you will enter your password, followed by #.

MAIN MENU PROMPTS

- 0 Help
- * Cancel/back up
- # Skip/Move Ahead
- 1 Play New Messages
- 2 Send Messages to other extensions on this voicemail system.
- 3 Check Saved Messages
- 4 Change Set Up Options

DURING A MESSAGE YOU MAY PRESS:

- 1 = Repeat
- 2 = Save
- 3 = Delete
- 4 = Slower
- 5 = Change Volume
- 6 = Faster
- 7 = Rewind 3 sec
- 8 = Pause/Resume
- 9 = Fast Forward
- # = Fast Forward to end of message
- ## = Save as New

AFTER LISTENING TO A MESSAGE:

- 1 = Repeat
- 2 = Save
- 3 = Delete
- 4 = Reply
- 5 = Forward
- 6 = Mark as New
- 7 = Skip Back
- 9 = Play message properties

