#### **Dial Out**

- · LIFT HANDSET OF press SPEAKER key
- · Choose Line or Dial 9 (system will automatically grab an available line for you)

Note: When using the SPEAKER PHONE you must have your MIC key LIT RED in order for the caller to HEAR YOU, turn the MIC key OFF if you would like to MUTE the SPEAKER PHONE

## Parking a Call for another Employee (if Applicable)

- · With an active call, Press an UNLIT PARK KEY (ex. Park 1), key will then flash on all phones
- · Call or Page Employee to Pick Up "Park 1"

**TO RETRIEVE**: LIFT HANDSET, PRESS the FLASHING PARK KEY

<u>NOTE</u>: Placing a call <u>ON HOLD</u> will keep your call on your <u>PERSONAL CALL KEY</u> and <u>NO ONE</u> else will be able to retrieve it (must be placed on park for other employees to retrieve call)

#### **Transfer a Call**

- DIAL EXTENSION number or 9 + PHONE NUMBER, announce call (optional)
- · HANG UP for call to be transferred

**Note**: Press 8 after the extension to transfer call directly to voicemail

# **Intercom Calls**

- · LIFT HANDSET OF press SPEAKER key
- DIAL EXTENSION number (if employee is on the other line you will get a busy and ring tone together)

Note: Press 8 after the extension to transfer call directly to voicemail

#### **Paging**

- · LIFT HANDSET
- Press pre-programmed PAGE key
- · ANNOUNCE CALL

#### Conference call

- 1. Make or receive first CALL (internal or external), when the call is connected,
- 2. Press the Conf key
- 3. Make or receive second call (internal or external)
- 4. Press the Conf key
- 5. Make or receive second call or Press the Conf key again to join all calls

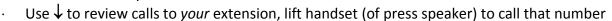
### **Redial**

- · With the handset in the cradle... Press **REDIAL** key
- · Press arrows to review last 10 numbers you have called
- LIFT HANDSET of press SPEAKER to call number on display



Service: 604 -856- 9155 Email: service@natg.ca **Caller ID** (if Applicable)

- · Press **List** soft key
- Press CID soft Key



· Display will show the name of the caller, Press **Help** to view phone number

## **Record a Phone Conversation**

- · With an active call, Press the RECORD Key (records conversation into your voicemail)
- · Press **Record** key at any time to stop recording the conversation

**Note**: Retrieve the recorded conversation the same way as retrieving voicemail

## **Do Not Disturb**

· Press **DND** key- system will automatically turn it on within 5 second (to DND all)

**TO CANCEL**: Press **DND** - system will automatically turn it off within 5 second. *Other options available:* 

- Press DND key + 1 (sends EXTERNAL calls straight to vmail)
- · Press **DND** key + **2** (sends **INTERNAL** calls straight to vmail)
- · Press **DND** key + **3** (sends **ALL** calls straight to vmail)
- Press DND key + 0 (cancels DND)

#### **Call Forward**

- · Press CALL FwD Key, then press 1
- Enter another Extension; or 9 plus phone Number
- · Press **SPEAKER** Key

TO CANCEL: Press CALL FWD key, press 0

# **Button Programming**

- · Press **SPEAKER** Key, enter **751**
- · Press key to be programmed, then dial **01**
- Enter Extension Number OR 9 + Phone Number (if long distance it requires a 1 in front of the number)
- Press Hold, press Speaker Key

# **Station Speed Dial Programming:**

- · Press **SPEAKER** Key, enter **755**
- ENTER desired SPEED DIAL Number 0 to 9
- Enter 9 plus a telephone number, press HOLD
- SPELL OUT NAME (press # to move cursor to the right, press FEATURE to move to the left)
- · Press Hold, press Speaker Key

<u>To Use</u>: Lift Handset, press **7** enter speed dial number (0-9) **OR** Press **DIR** soft key, then **STA**, then  $\uparrow$  to scroll through speed dials, then lift handset



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# **System Speed Dial**:

- · Press Speaker key or Lift Handset
- · Press Redial key; Enter Speed Dial Number you'd like to call 000-999 or
- · Press the **DIR** soft key, press SPD
- · Scroll ↑↓ through speed dials OR KEY IN NAME of the contact
- · LIFT HANDSET to connect call

# **Ring Tone**:

- · Press **SPEAKER** Key, enter **720**
- · Press 1 to set Internal ring or 2 for External ring
- · Dial from 1 to 8 to listen to the different ring tones
- · Press Speaker key to Save

# **Ring Volume**:

- · Press **SPEAKER** Key, enter **729**
- · Use arrow keys to adjust volume
- · Press **S**PEAKER Key



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