

**IP Office Customer User Guide
For Digital Phones**

Making a Call:

Pickup the handset, or turn on the speaker, press 9 then dial phone number.

Answering a Call:

Pickup the handset, or press speaker, you will be connected automatically to the ringing line.

Transferring a Call:

Press transfer and dial the destination extension number. At this point you can either hang-up your phone or wait for the destination to answer and announce the call, once you hang up the call will be connected to the destination.

Parling a Call:

Do not press hold, just press one of the Park slots i.e. Park 1, or Park 2

Picking up a Parked Call:

Pick up your handset, press the correct Park slot. If a call is parked in a slot that Park slot will be underlined i.e. Park 1.

Transfer a Call Directly to Voice Mail:

Press transfer then 8 then dial the destination extension number, hang up. The call will go into the destination mailbox without ringing the phone.

Accessing Voice Mail:

Press the envelope button on your phone.

Conference Calls:

While connected to a call, press the conference button. This will put the call on hold and allow you to make a new call. Call the second party, once you are connected press the conference button again and all calls will be connected. To drop one caller press the Drop button. A list the callers will show up one at a time on the bottom of your display, to scroll through use the left / right arrow. Once you see the person you wish to drop press the new drop button that has shown up on your display.

Logging in Customer Service Hunt group:

Press the Log In button.

Logging out of the Customer Service Hunt Group:

Press the Log Out button.