

**Voicemail Access**

From your extension	→	<b>555</b>
From another extension	→	<b>500</b>
<b>From an outside line:</b> dial your phone number and press # during greeting		

**Main Menu \***

<b>Review Messages</b>	<b>Change Greeting</b>	<b>Change Forwarding Rule</b>	<b>Set a Specific Greeting</b>
<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>

**Misc. Options**

<b>6</b>	<b>Announce Only Mode On/Off</b>
<b>9</b>	<b>Exit Voicemail</b>

**Review Messages**

<b>Press</b>	<b>Press</b>
New messages — <b>1</b>	First/Last name — <b>1</b>
Old messages — <b>2</b>	Internal — <b>2</b>
Group messages — <b>3</b>	External — <b>3</b>
<b>*</b> Go to main menu	After hours — <b>4</b>
	Lunch time — <b>5</b>
	Meeting — <b>6</b>
	Weekend — <b>7</b>
	Vacation — <b>8</b>
	Exit Voicemail — <b>9</b>
	<b>*</b> Return to previous menu

**Review Messages - 1 or 2**

<b>Press</b>	<b>Press</b>
Replay — <b>1</b>	Next/Save — <b>2</b>
Delete — <b>3</b>	Call back — <b>5</b>
More options — <b>0</b>	
<b>*</b> Return to previous menu	

**More Options - 0**

<b>Press</b>	<b>Press</b>
Information — <b>1</b>	Forward to extension — <b>2</b>
— External or internal	Call back — <b>3</b>
— Priority type	
— From caller ID or extension	
— Timestamp	
	<b>*</b> Return to previous menu

**Group Messages - 3**

<b>Press</b>	<b>Press</b>
Select group — <b>#</b>	
<b>*</b> Return to previous menu	

**Record Greeting**

<b>Press</b>	<b>Press</b>
First/Last name — <b>1</b>	Do Not Disturb (DND) — <b>2</b>
Internal — <b>2</b>	Call waiting — <b>3</b>
External — <b>3</b>	Busy handling, Ring no answer, Internet handling, Internet outage routing — <b>4</b>
After hours — <b>4</b>	Email notification — <b>6</b>
Lunch time — <b>5</b>	Exit Voicemail — <b>9</b>
Meeting — <b>6</b>	
Weekend — <b>7</b>	<b>*</b> Return to previous menu
Vacation — <b>8</b>	
Exit Voicemail — <b>9</b>	

**Change User Pref.**

<b>Press</b>	<b>Press</b>
Password — <b>1</b>	Listen to rule — <b>1</b>
Do Not Disturb (DND) — <b>2</b>	Set forward # — <b>3</b>
Call waiting — <b>3</b>	Delete rule — <b>4</b>
Busy handling, Ring no answer, Internet handling, Internet outage routing — <b>4</b>	Exit Voicemail — <b>9</b>
Email notification — <b>6</b>	<b>*</b> Return to previous menu
Exit Voicemail — <b>9</b>	

**Change Forwarding Rule**

<b>Press</b>	<b>Press</b>
Listen to rule — <b>1</b>	Listen to rule — <b>1</b>
Set forward # — <b>3</b>	Set forward # — <b>3</b>
Delete rule — <b>4</b>	Delete rule — <b>4</b>
Exit Voicemail — <b>9</b>	Exit Voicemail — <b>9</b>
<b>*</b> Return to previous menu	<b>*</b> Return to previous menu

**Set a Specific Greeting**

<b>Press</b>	<b>Press</b>
Business hours — <b>1</b>	Business hours — <b>1</b>
After hours — <b>2</b>	After hours — <b>2</b>
Lunch time — <b>3</b>	Lunch time — <b>3</b>
Meeting — <b>4</b>	Meeting — <b>4</b>
Weekend — <b>5</b>	Weekend — <b>5</b>
Vacation — <b>6</b>	Vacation — <b>6</b>
Listen to greeting — <b>0</b>	Listen to greeting — <b>0</b>
Exit Voicemail — <b>9</b>	Exit Voicemail — <b>9</b>
<b>*</b> Return to previous menu	<b>*</b> Return to previous menu



 **Calling****Placing a Call**

**Extension-to-Extension** – Pick up the handset or press the **Speaker/Headset** key and dial the extension.

**Outside Number** – Pick up the handset or press the **Speaker/Headset** key and dial  
Local Call – 9 + Number  
Long Distance – 9 + 1 + Area  
Code + Number

**NOTE:** You will not hear a dial tone after pressing "9" when making an outside call.

**While on another call** – Press any **Line** key and dial the number. The original call is automatically placed on hold.

**Answering a Call**

**New call** – Lift handset or press **Speaker/Headset** key.

**While on another call** – Press the blinking **Line** key and the original call is automatically placed on hold.

 **Transfer**

To transfer a call to another extension (or outside number):

1. Activate the line of the call you wish to transfer (if not already connected).
2. Press the **Transfer (Xfer)** key. You should hear a dial tone as a second line activates.
3. Dial the extension you wish to transfer the caller to. The caller may also be transferred to an outside number by dialing the external number as you would normally place a call.
  - To complete a blind transfer press the **Transfer (Xfer)** key again before the receiving party answers, then hang up.
  - If you wish to speak to the person receiving the transferred call (warm transfer), remain on the line until they answer. Once you press the **Transfer (Xfer)** key again, the two parties will be connected and you can hang up.
4. To cancel the transfer, select **Cancel** on the display screen or press **Goodbye**.

 **Placing a Call on Hold**

Press the **Hold** key. The caller is placed on hold and music plays as they await your return. To take the caller off hold press the blinking **Line** key.

 **Conference Call**

You can initiate a Conference Call in a number of ways:

1. Begin with an active call and dial an additional party:
  - During an active call press the **Conf** key. The active call is placed on hold and a new line is presented with dial tone.
  - Dial the 2nd party and press the **Conf** key again to connect all parties on the Conference Call.
2. Begin with active calls on two different lines and conference all lines together:
  - Press one of the two **Line** keys (example, Line 1).
  - Press the **Conf** key.
  - Press the **Line** key that has the second active call (example, Line 2).
  - Press the **Conf** key again. The 2 lines are now connected into the Conference Call.
3. Begin with an active call and conference in an inbound caller:
  - During an active call you receive an inbound call. Press the **Line** key of the incoming call, which will automatically place your active call on hold.
  - Press the **Conf** key and go back to the first active call line. Press the **Conf** key again and all calls will be connected in the Conference Call.
4. To disconnect a party at any time press the **Drop** key. To end the Conference Call for all parties press the **Goodbye** key.

 **Call Forwarding**

(Users of the 8x8 6753i IP Phone should refer to the User's Guide or use the online Self Service Portal to set Call Forwarding)

1. Press the **Call Forward** key to begin the Call Forwarding process.
2. Select a Call Forward Mode (example Busy) by using the up and down arrows and then press the **Change** key.
3. While in the Call Forward Mode, you must change the State from "Off" to "On" by pressing the **Change** key.
4. After changing the **State** to "On", use the down arrow key to drop down to the **Number** section. Enter the phone number you want your calls Forwarded to.
5. Press **Done** to save your settings. The LED light next to the Call Forward option should be on.

To turn off Call Forwarding, press the **Call Forward (Call Fwd)** key and set the State to "Off". Press Done to save your settings.

**NOTE:** When forwarding to an external number, you need to enter 9 + phone number.

 **DND (Do Not Disturb)**

1. To activate DND, press the **DND** key. The key will turn red to indicate that DND is on.
  2. To turn off DND, simply press the **DND** key again.
- Redial**
1. To dial the last number called, press the **Redial** key twice while the handset is lifted off the base unit.
  2. If the handset is on the base unit, pressing the **Redial** key will activate a **Redial Directory** which will appear onscreen allowing you to scroll through and select the number you wish to redial (up to the last 100 numbers dialed).

 **Intercom****Making an Intercom Call:**

1. Press the **Intercom (Icom)** key.
2. Enter the extension number of the person you wish to intercom.
3. You will hear a quick ring when the Intercom Call is connected to the recipient.
4. If the recipient is on a call you will be directed to their voicemail.
5. To cancel or end the call, press the **Goodbye, Line Key** (ie, Line 1) or simply lift and replace the handset.

**Receiving an Intercom Call:**

1. When receiving an Intercom Call you will hear a beep on your speakerphone.
2. The Intercom Call will automatically be answered, however the Mute function is automatically activated for your privacy.
3. To continue with your Intercom Call you must unmute the caller by pressing the **Mute** key.
4. If you are on a call when an Intercom Call is transmitted you may answer the Intercom Call or allow it to be directed automatically to your voicemail.
5. To cancel or end the call, press the **Goodbye, Line Key** (ie, Line 1) or simply lift and replace the handset.

 **Network Corporate Directory Listing**

1. Press the **Directory (Corp Dir)** key and use the arrow keys to scroll to the person for whom you are searching. The Directory allows for a block of 30 names to view. To view the next block of 30 names press the **Next** key.
2. Scroll to the name you would like to dial and press the **Dial** key to initiate the call.

To look up a name in the Network Corporate Directory Listing:

1. Press the **More** key, then press the **Corp Srch** key. You can search by First or Last name.
2. Use the arrow keys and the corresponding letter key to enter First or Last name. For example, press the "2" key three times to produce the letter C. You can search for truncated names to select from a list. For example, spell out Wil to search for William, Wilton, etc.
3. Press **Look up**.
4. Press **Select** and then **Dial** to initiate the call.
5. To cancel, press **Exit** at any time during the process.

 **System Numbers**

<b>444:</b>	Auto-Attendant
<b>500:</b>	Access Voicemail from another extension
<b>555:</b>	Voicemail
<b>556:</b>	Conference Bridge
<b>601-605:</b>	Park Extension Range
<b>651-658:</b>	Shared Line Extension Range (additional charges)