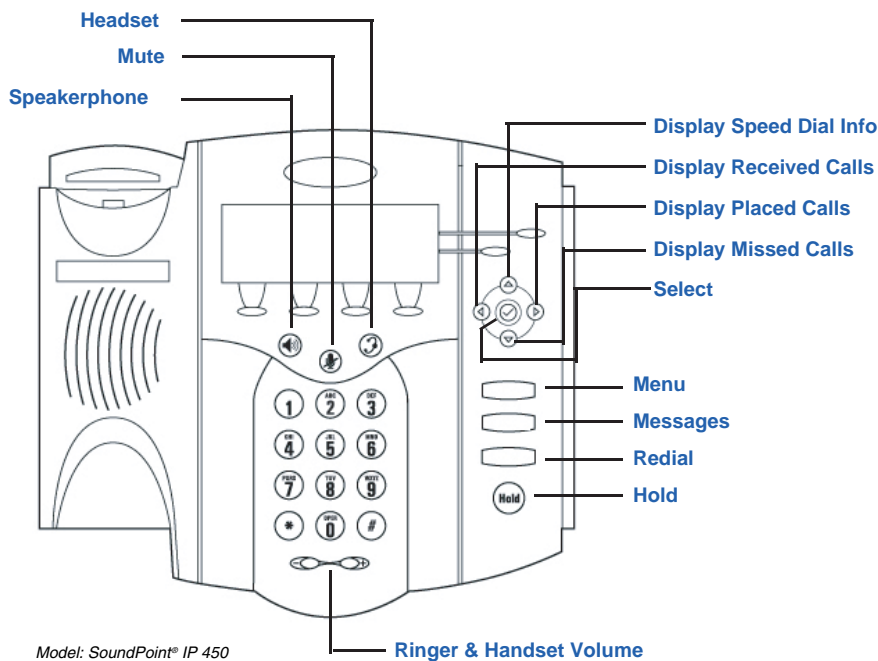


Commonly Used Phone Features



TIERZERO

Voicemail

To Access Your Voicemail:

- Press your **MESSAGES** button, **CONNECT**
- Enter your password
- Navigate by following menu choices

From Outside the Office:

- Dial your Tierzero phone no.
- When voicemail answers, press ***** key
- Enter your password
- Navigate by following menu choices

To Consultative Transfer a Call:

(Announce the call before transferring)

- 1/ During an active call, press the **TRANSFER** soft key. This will put the caller on hold .
- 2/ Enter the number to which you wish to transfer the call and press the **SEND** soft key.
- 3/ When the Transfer party picks up you may begin your consultation, the first party will still be on hold.
- 4/ When you are done with your consult press the **TRANSFER** soft key.
- 5/ Call will immediately transfer and you may hang up.

To Blind Transfer a Call:

(Do not announce the call before transferring)

- 1/ During an active call, press the **TRANSFER** soft key. This will put the caller on hold.
- 2/ Press the **BLIND** soft key.
- 3/ Enter the **NUMBER** to which you wish to transfer the call and press the **SEND** soft key.
- 4/ Call will immediately transfer and you may hang up.

To Create a 3-Way Conference Call:

- 1/ During and active call, the **CONFRC** soft key. This will place the current caller on hold.
- 2/ Dial the number of the party you wish to add to the call and press the **SEND** soft key.
- 3/ When the party answers, press the **CONFRC** soft key. All parties will now be in conference.

To Split a 3-Way Conference Call: (Disconnect conference and place the two other parties on-hold)

- 1/ During the conference, press the **SPLIT** soft key.
- 2/ The two parties will be put on-hold on separate lines.
- 3/ You may then **RESUME** or **ENDCALL** with desired party.

To Answer a Call on Your Second Line:

- 1/ While the first call is active, and the second call begins ringing, use the **DISPLAY CONTROL** keys to select the incoming call.
- 2/ Press the **ANSWER** soft key to answer the call: this places the first call on hold.
- 3/ To reactivate the first call, use the **DISPLAY CONTROL** keys to select the first call and press the **RESUME** soft key, this places the active (second) call on hold and reconnects the first call.

–OR–

If your extension is programmed on more than one line key, press the line key corresponding to the new incoming call.

- 4/ The new call will be answered and the first call is put on-hold.

To View Missed, Received and Placed Calls:

- 1/ Press the **MENU** button.
- 2/ Select Features from the list of menu options. Select Call Lists from the list of menu options.
- 3/ Using the **DISPLAY CONTROL** keys, scroll to Missed, Rec'd or Plc'd calls.
- 4/ Press the **SELECT** soft key to select a category.
- 5/ Using the **DISPLAY CONTROL** keys, scroll through the calls missed.
- 6/ The call logs will be reset if the phone is rebooted.

Voicemail Controls

Menu 1	Key
Save	#
Delete	7
Replay Message/Skip Envelope	2
Fast Forward	3
Rewind	4
Play Message Envelope	5
Call Back Sender	8
Go to Menu 2	9
Menu 2	Key
Reply	1
Forward	2
Go to Menu 1	*

Access Codes

Transfer to Voicemail
<Transfer> *55 <Send> <ext> #
Pickup Call in Pickup Group
*98 <Send>
Intercom (Push to Talk)
*50 <Send> <ext> #
Call Park
<Transfer> *68 <Send> <ext> #
Call Park Retrieve
*88 <Send> <ext> #