

## GENERAL USER INFORMATION

MAIN NUMBER:  VOICE MAIL ACCESS #:

USER DID:  VOICE MAIL PW:

**Answer Call:** When you hear your phone ring and see the red light flash on your handset, answer in any of the following ways: **1)** Press the Speakerphone button, **2)** Lift the Handset, **3)** Press the line Button to turn on the Speakerphone, **4)** Press the "Answer" softkey, **5)** Press the Headset Button to use the headset.

**Answer Second Call:** To answer a second call without ending the current call, press the "Answer" softkey. The first call is automatically placed on hold and you are connected to the second call.

**NOTE: If you do not use Answer, and you select another line without pressing Hold, the first call is disconnected.**

**NOTE: If you do not answer the second call, it is sent to the programmed destination for unanswered calls, which is usually your voice mail mailbox.**

**Reconnect First Call:** On the 7960 and 7940, press the scroll key (blue arrows) to highlight the first call and press the Resume softkey. This will place the second call on hold and resume the first call.

**Transfer a Call:**

- Press the "More" softkey then press the "Trnsfr" softkey.
- The caller is put on hold, dial the number to which you want to transfer the call.
- If the party answers, you may announce the caller and then hang up to complete the transfer; or retrieve the call by scrolling back to the caller and press the Resume softkey.
- If the party is not available, hang up and the caller will be transferred.

**Make Conference Call:**

- Make a call or be engaged in a call.
- Press the "More" soft key.
- Press the Conference (Confrn) soft key. The call is placed on hold and you hear dial tone.
- Dial the number of the person that you want to include in the conference. When the person answers, inform the party about the conference and then press the more soft key, then the "Confrn" soft key to add that party into the conference call.

**NOTE: If you get a called party's voice mail, press the EndCall Softkey then the Resume soft key to cancel the addition.**


**Forwarding all Calls:**

- On the 7960 and 7940, press the "Forward" softkey and enter the extension or telephone number you want your calls to be forwarded to and press "End Call" softkey.
- To remove forwarding, press the "Forward" soft key and then press "End Call" softkey

**Intercom:**

- Press the "more" softkey, then press the "Intcom" softkey and dial the extension you wish to intercom.

**Using the Directory:**

- Press the Directories  button.
- Use the scroll key to select the desired call history option: Missed Calls, Received Calls, or Placed Calls.
- Press the "Select" soft key to display the call history list.
- If desired, use the scroll key to select the desired call.
- Press the Dial soft key to speed dial a number from the call history list.

**NOTE: You might need to use the EditDial soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you need to add the digit "1" to the front of the number.**

## VOICE MAIL SETTINGS AND OPTIONS

