Basic Calling Features

Make a Call

1. Lift the handset and dial the phone number.
2. Depending on your phone and configuration, you may need to press dial soft key on the phone display.

Answering a Call

To answer a call, lift the handset, or if using the speakerphone, press the `Speaker` or `Answer` key.

Redial

Press the `Redial` key to call a recently dialed number.

Ending Calls

To end a call replace the handset, or press the `End Call` key.

Advanced Calling Features

Call Hold

1. To put a call on hold, press the `Hold` key.
2. To retrieve the call, press the `Resume` key or press the `Hold` key again.

Call Transfer–Supervised

1. Press the `Transfer` key – this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. Wait until the person has answered before completing the transfer by pressing the `Transfer` key again.

Call Transfer–Blind

1. Press the `Transfer` Key
2. Press the `Blind` Key
3. Dial the number of the person you want to transfer to.
4. Press `Send` or `Transfer`

Call Waiting

1. If a second call comes in when you are already on the phone, you will hear a tone and the phone screen will display the details of the second caller.
2. To answer the second call, select OK or press the line key which is flashing.

3-Way Conferencing

1. When in a regular call, press the `Conference` key.
2. Dial the person you want to join you call.
3. Once this person has answered press the `Conference` key again to set up the three way call.

Parking a Call

Parking a call places the call on hold in a "park orbit" so that the call can be retrieved from another phone.

1. Initiate call transfer by pressing the `Transfer` key.
2. Dial the Call Park access code 3. `*` `1` `DEF 3`

   Listen to the park orbit number where the call will be parked.

4. Complete the call transfer by pressing `Transfer` again. To retrieve a parked call, dial `*` `1` `GHI 4` followed by the park orbit number.

Do Not Disturb

Do Not Disturb enables you to silence the ringer.

1. Press the `Do Not Disturb` button to activate or deactivate.

How to Use Voicemail

When you have one or more new voice messages in your mailbox, your phone will display a flashing light.

To access voicemail press `*` `WXYZ 9` `TUV 8` or `Message`

`1` To listen to voice messages

    `ABC 2` To send a message

    `DEF 3` To modify your greetings

`ABC 2` To save a message

`DEF 3` To delete a message

`GHI 4` To change your mailbox settings

`*` To go back to the menu

`#` To finish

CommPortal

Logging In:

1. Go to http://hostedvoice.integra.net.
2. Enter your phone number.
3. Enter your password.

Dashboard Page

The dashboard displays new voice messages, recently received and missed calls, contacts, and settings you have applied to your phone.

Messages & Calls

+ The **Messages** tab displays new and saved voice messages: play, delete, or mark as heard/unheard.
+ **Missed Calls**, **Dialed Calls**, and **Received Calls** show you all your recent called activity.

Call Manager

+ The summary tab of **Call Manager** provides a description of what will happen to your incoming calls.
+ The other tabs allow you to change the settings of your call coverage, including Call Forwarding, Do Not Disturb, and Find-Me/Follow-Me.

Change Password

1. Go to **Settings** page > **Account** > **Security** > Click **Call Services PIN**.
2. Click **Change link**.

Configure Your Phone Keys

1. Select the **Settings** page in the portal.
2. Select the **Account** tab and click **Devices**, then go to **Desk Phone**.
3. Click on the **Set Keys** link.