ICS TELE*OM

TO MAKE AN OUTSIDE CALL
- Dial **9** followed by the desired telephone number.

TO MAKE AN INTERNAL CALL
- Lift the handset and dial the desired extension.

HOLD
- Press **HOLD** key.

RETRIEVE A CALL FROM HOLD
- Press the **Call** key on which the call is holding.

TRANSFER A CALL TO ANOTHER EXTENSION
- During a call, press the **Transfer** key.
- Dial the desired extension number.
- Announce the call and hang up.

If the called party does not answer or they are on their telephone, press the Call key to return to the original party.
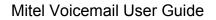
CONFERENCE A CALL
- While on first call, press **Conference** key. The call is now on hold.
- Call the second party (either inside or outside; if making an outside call, dial 9 plus the number)
- Wait for the party to answer.
- Press the **Conference** key again.
- Repeat this step for adding a fourth caller.
- Press the **Conference** key again to join everyone together.

NOTE: Conference calls are limited to four parties.

ADJUST HANDSET VOLUME
- While using the handset, press ⌃ and ⌄ arrow keys to make the volume higher or lower.

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TO ACCESS AND SET UP YOUR VOICEMAIL
- Press the **Message** key at your telephone.
- Enter your temporary password of **#.**
- Listen to the tutorial. When prompted, enter your **new password**, or press **#** for no password.
- The tutorial is now over and you will be directed to the mailbox **MAIN MENU**.

TO RECORD YOUR PERSONAL GREETING FROM THE MAIN MENU
- Press **4** for PERSONAL OPTIONS
- Press **1** for GREETINGS
  - Press **1** for your PRIMARY GREETING
  - Press **2** for your ALTERNATE GREETING

MAIN MENU OPTIONS
- Press **1** to listen to a new message
- Press **3** to listen to saved messages

PLAYBACK CONTROLS (WHILE LISTENING TO A MESSAGE)
- Press **1** to rewind the message
- Press **3** to fast-forward the message
- Press **5** to hear the time and date message was left
- Press **#** to skip to the next message

AFTER MESSAGE OPTIONS (WHEN MESSAGE IS OVER)
- Press **1** to replay message
- Press **2** to send a reply
- Press **3** to copy the message to another user
  - Press **1** to record comments
  - Press **#** to send without comments
- Press **4** to listen to the previous message
- Press **5** to play envelope information
- Press **6** to listen to the next message
- Press **7** to save the message
- Press **9** to delete the message

TO ACCESS YOUR MAILBOX FROM OUTSIDE THE OFFICE
- Call the auto attendant number or the main number
- When the system answers, press the ***** key
- If answered by a live person, ask them to transfer you to **7000**
- Enter your mailbox number (your extension number)
- Enter your password followed by **#**