

VOICE MAIL - FORWARDING COMMANDS

◆ **Forward All Calls (FWD)**

Incoming calls go directly to voice mail with no ring

To Program:

-Lift handset (or use speaker)

-Enter *2, dial extension (3111 for VM)

-Listen for the confirmation tone

To Cancel:

-Lift handset (or use speaker)

-Enter #2

-Listen for confirmation

◆ **Forward No Answer (FWD-NA)**

Incoming calls go to voice mail after 3 or 4 rings

To Program:

-Lift handset (or use speaker)

-Enter *3 then dial 3111

-Listen for the confirmation tone

To Cancel:

-Lift handset (or use speaker)

-Enter #3

-Listen for the confirmation tone

◆ **Forward Busy (FWD-BSY)**

Incoming calls go directly to voice mail if line is busy

To Program:

-Lift handset (or use speaker)

-Enter *4 then dial 3111

-Listen for the confirmation tone

To Cancel:

-Lift handset (or use speaker)

-Enter #4

-Listen for the confirmation tone

◆ **LAST NUMBER REDIAL:**

for 16/32 button phones

-Press Redial. Last number dialed is displayed

-Press Redial key until desired number is displayed
(up to 5 previously dialed numbers)

-Press *. The number on the display is automatically redialed

-When party has answered, lift handset or speak hands free

◆ **CALL BACK - If called station is busy:**

for 16/32 button phones

-Press CALL BACK. Receive service set tone

-OR-

for single line phones

-Press FLASH key and dial *1

-When both parties become idle, calling party's phone rings

-Lift handset. This makes the called party's phone ring

-Connection is established when the called party answers

◆ **CONFERENCE CALLS:**

for 16/32 button phones

-Dial the first number

-Put party on hold

-Press "Transfer" button - hear dial tone

-Dial the second number, after call is answered, press "Conf"

for single line phones

-Dial the first number

-Press "flash" key then dial the second number

-When party answers, press "flash" again

◆ **CANCELING DND (If "DND" is set, you will not receive any calls):**

for 16/32 button phones

-To cancel DND, press "DND" soft key

-if display shows "DND cancel", you have canceled **DO NOT DISTURB**