



FlexIP Solutions

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FLEXIP SOLUTIONS PHONE FEATURES AND SHORTCUTS

ATTENDED TRANSFER

Press **Transfer (XFER) + Extension Number + Dial** and wait for party to answer, then announce the call, have the party called stay on the line then Press **Transfer (XFER)** (Depending on what the party requests, you may then pick the original call back up and do a blind transfer, transfer the call to voicemail, take a message, etc.)

An attended transfer allows you to talk to the person you are transferring the call to before actually transferring the call. Please note that the person you are transferring the call to will see the caller ID of the phone that you are calling from during an attended transfer.

BLIND TRANSFER

Press **Transfer (XFER) + Extension number + Transfer (XFER)** and hang up..

A blind transfer is a non-attended transfer in that, as soon as you hang-up or end the call on your extension it will immediately be transferred. In this type of transfer, the person you transferred the call to will see the caller ID of the original caller.

SEND A CALL DIRECTLY TO VOICEMAIL

Press **Transfer (XFER) + Extension number + (*) + Transfer (XFER)** and hang up.

For example, to send a call to the voicemail of extension 12, press transfer 12* transfer

SET UP A CONFERENCE CALL BETWEEN YOURSELF AND TWO OTHER CALLERS

When you receive a call and want to add another person in to the call, first inform the caller that you are going to initiate a conference call between the two of you and the third person. Then select the **Confrc Key** from the display or the **Conference Key**, type in the **phone#** or **extension #** of the third person. Wait for this person to pick up, explain that you want to add them to the call you have on the line, then select the **Confrc Key** from the display. All (3) people will now be on the same call together. **To end Conference Call**-simply **hang up** or select which # from the display to **DROP** using the soft key

CALL PARKING

Park a call: Press **Transfer (XFER) + * + 70 + Dial**, wait for system to give the parking spot number, and press **(XFER)**, hang up.

Unpark a call: **DIAL + * + 71 + parking spot number + Dial**

Call Parking allows the user to place an active call in to a Parking Lot. The call is placed into the Parking Lot by doing an attended transfer to extension *70. When the call is placed into the lot, the person who parked the call will be notified of which parking spot number the call was parked into. The caller who was placed into the parking lot will be on hold, hearing hold music. The user who placed the call into the lot can then inform another person that a call is waiting in the lot. The call can then be picked up by dialing *71 + the parking spot number. There are ten available parking spots in the lot.

Call Pickup

Dial ***8 + Extension** number will pick-up another ringing extension

Global Voicemail Access*

Dial ***5000** from any phone to access voicemail system

Directory Assistance*

Directory Assistance can be obtained by dialing your **<local area code> + 555-1212**
Directory usage may apply