



Feature Activator Code Summary

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| *0 Directed Call Pickup | *71 Park Call |
| *2 Start / Stop Recording | *72 Unpark (Retrieve) Call |
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Call Swipe

Call Swipe moves an active call to another device that has a line appearance of your UC phone number.

- On the phone device that you want to move the call to, dial ***9**.
- The call will be moved to this device after you hear a brief message.
- Call Swipe is transparent to the party that you are connected to. The call will not be interrupted.

Holding Calls

- Press the **HOLD** key or another Line Appearance key to place the currently connected call on hold.
- Press the held Line Appearance key or the **HOLD** key to return to the call.

Voice Mail

Your phone's message indicator lights when you have new messages.

- To access your voice mailbox, press the **VOICE MAIL** key or dial **#**. Enter your password if prompted.
- Follow the voice prompts or use these feature access codes:

Play/Replay.....	1	Play Saved/Save	2
Rewind.....	7	Forward Message.....	5
Pause/Resume	8	Return Call.....	4
Fast Forward	9	Erase Message.....	3
Skip to Next.....	#	Mailbox Options	*0
- To return to the previous menu or to exit voice mail, press *****.

Directed Call Pickup

- Dial ***0** + the **extension number** of the phone where the call is ringing.

Transferring Calls

- Press the **TRANSFER** key while on an active call.
- Dial the party you want to transfer the call to, and then press the **SEND** key.

Blind Transfer

- Press the **TRANSFER** key immediately to complete the transfer.

Consultative Transfer

- Wait until the called party answers.
- Announce the call.
- Press the **TRANSFER** key to complete the transfer, or press the **HOLD** key to return to the caller.

Transfer to Voice Mail

- Press the **TRANSFER** key.
- Dial **#** + the **extension number** of the voice mailbox, and then press the **TRANSFER** key.

Parking Calls

- Press the **TRANSFER** key. Dial ***71** + an **extension number**, and then press the **TRANSFER** key.
- If your phone is configured with a **PARK** feature key, press **PARK**, enter an **extension number**, and then select **SEND** or **OK**.

Retrieving a Parked Call

- Dial ***72** + the parked **extension number**, and then press the **SEND** key.
- If your phone is configured with an **UNPARK** feature key, press **UNPARK**, enter the parked **extension number**, and then select **SEND** or **OK**.

Conference Calls ---

Conferencing a New Call

- Press the **CONF** key while on an active call.
- Dial the party you wish to add to the conference, and then press the **SEND** key.
- After the added party answers, press the **CONF** key to conference all parties together.

Conferencing a Held Call *(multiline phones only)*

- Press the **CONF** key while on an active call with another call on hold.
- Press the Line Appearance key for the held call you wish to add to the conference.
- Press the **CONF** key to conference all parties together.

Dropping the Last Party

- Press the **DROP** key to remove the last party added.

Disconnecting from a Conference

- Replace the handset, press the **SPEAKER** key, or press the **HEADSET** key to remove yourself from a conference.

Recording Calls ---

On Demand call recording must be enabled and configured for your extension. This can be configured by your system administrator or on the Account Information screen in your UCM User Portal.

- **Inform the other party that you will be recording the call.**
- Dial ***2** during a call to begin recording. The remainder of the call will be recorded.
- The call recording will appear in the Call Activity Log in your UCM User Portal. If enabled, the call recording will be emailed to you.