

## WELCOME EMAIL

- “Complete Setup” to create phone portal password and hot desk/voicemail PIN.
- Bookmark the phone portal: <https://interactive.tel>

## PLACING A CALL

- **EXTERNAL:** There is no need to dial 9 or 1 for outbound calls. Dial the number including the **area code and press “Call”, “#”, or wait.**
- **INTERNAL:** Dial the extension and **press “Call”, “#”, or wait.** You may also search the directory and **press “Call”.**

## TRANSFERRING CALLS

### Blind Transfer

- With the caller on the line, **press “Transfer”.**
- Dial the number or extension you wish to transfer to.
- Press **“B Transfer”.**

### WARM (ATTENDED) TRANSFER

- With the caller on the line, **press “Transfer”.**
- Dial the number or extension you wish to transfer to.
- Wait for the transfer party to answer
- After announcing the transfer, you may hang up or **press “Transfer”** to complete the transfer operation.
- You may also press the conference key to bring all 3 parties together and then hang up to complete the transfer.

### TRANSFER DIRECTLY TO VOICEMAIL

- With the caller on the line, **press “Transfer”**
- **Enter \*8** and the extension you wish to transfer to
- Press **“B Transfer”.**

## HOLD

- With the caller on the line, **press “hold”.** This will place the caller on hold on your line only (no agent can retrieve this hold)  
**Press resume to continue your call**

## PARK

- With the caller on the line press any of the available (green) park keys on the phone, e.g. Park 720.
- The caller will leave your line and enter the parking spot you chose; the key will turn red.
- You may then announce that a caller is waiting on park.
- To retrieve a call on park, press the flashing red park key.
- If the parked caller does not get answered in 45 seconds it will return to the agent who parked the call.

## VOICEMAIL

### To create a greeting:

- Press the voicemail key or dial 5001.
- Enter your password and press **“#”.**
- Press 6 to enter greetings menu.
- Press 1 to record a new greeting.
- Press 1 to create a new greeting in bin 1.
- Listen to the prompts.

### Sample Greeting

Hello, this is \_\_\_\_\_. I’m not available to take your call, but if you would leave your name, number, and a brief message, I will return your call as soon as possible.

## TO RETRIEVE YOUR MESSAGES

- Press the voicemail key or dial 5001.
- Enter your password and press **“#”.**
- Press 1 for new messages or 2 for old messages.
- Listen to the prompts.

\*You may also view or listen to your voicemail messages via the phone web portal\*

## TO SEND A MESSAGE TO A SPECIFIC MAILBOX

- **Dial voicemail** at 5001
- **Press 3** for the send message menu.
- **Listen** to the prompts.

## TO RETRIEVE YOUR MESSAGES FROM OUTSIDE OF THE OFFICE

- **Dial** your own direct number.
- When you hear your voicemail greeting **press “\*”**
- Enter your **passcode** and **press “#”**
- **Listen** to the prompts.