



Premium Worldwide Calling Services

## User Guide v12.17

**Initial Setup - Each user should go to their voicemail and do these things:**  
Record your unavailable message, your busy message and your name.  
Please change your voicemail pin code from the default.

The # key is like an enter key. Enter the # after a feature code to force execution.

### How to:

Access your voicemail from the handset by pressing \*123# or use the message button.

Hold – Places a call on holds to your extension only.

Park a Call – press TRANSFER 700# - this puts the call on hold with a location number.  
This call will return to the original extension at 45 seconds.

Park Call Pickup – enter the location number and # to retrieve the parked call.

Transfer a Call - press TRANSFER and the extension or 10 digit phone number and #.  
To supervise the transfer, do not hang up until ready to hand off the call.

Transfer a Call Directly to Voicemail – press TRANSFER \*125 and the extension number and #.

Conference – press CONFERENCE and enter the extension or 10 digit phone number and #.  
When that call connects, press CONFERENCE again to connect up to 3 callers.