




Handle Calls Using the Keypad

Response Point lets you use the buttons on your phone to make a call, send a page, check voicemail, and so forth. Print this guide and keep it near your phone, so that you have all the necessary key sequences at your fingertips as you manually dial calls.

Task	Keypad Buttons
Call an internal extension number.	Press the three-digit extension number of the user you want to contact.
Call an external phone number.	Press 9 and then the phone number you want.
Park a call, which can be retrieved from any phone.	Press the Response Point button  , and note the parking slot number.
Put a call on hold.	Press the Hold button on your phone.
Make an intercom call.	Press 5 * followed by the extension number.
Send a page.	Press 4 * followed by the extension number.
Check voicemail – in the office.	Press the Response Point button  , and dial 886 .

Retrieve a parked call.	Press 8 * 0 to retrieve your call. Tip: When multiple calls are parked, press 8 * followed by the call number.
Transfer a parked call.	Press 7 * 0 followed by the extension number. Tip: When multiple calls are parked, press 7 * followed by the call number. Then, enter the extension number to which you want to transfer the call.
Transfer a parked call to voicemail.	Press 6 * 0 followed by the extension number. Tip: When multiple calls are parked, press 6 * followed by the call number. Then, enter the extension number to which you want to transfer the call.
Transfer a caller back to the receptionist.	Press the Response Point button  , and dial 822 .
Check voicemail – out of the office.	Dial your office number, and if the automated voice answers, press 886 .