
Common icVOIP Call Reception Tasks

Answer Call

- **Press the TRANSFER hard key**
 - Caller will hear hold music
- **Enter the extension of the person desired**
 - Any traditional telephone number, such as a cell phone, may be entered too
- **Press the SEND soft key**
- **Discuss the caller with the intended recipient**
- **If the recipient wishes to accept the call**
 - Press the TRANSFER hard key
- **If the recipient does not wish to accept the call, or the recipient did not answer**
 - Press the CANCEL soft key
 - You will be connected back with the caller
 - If the caller wishes to leave a voice mail
 - Press the TRANSFER hard key
 - Press the BLIND soft key
 - Enter “5” plus the extension of the person desired
 - Prevents the recipient's phone from ringing again
 - Press the SEND soft key

Park Call

- **Press the PARK soft key**
 - Caller will hear hold music
- **Enter a parking space number**
 - A valid entry is any number between 1 and 9999
 - Generally use intended recipient's extension to avoid possible overlap
- **Provide parking space number to whomever desires call**
 - Call will return to you if not retrieved within 2 minutes

Retrieve Parked Call

- **Press the RETRIEVE soft key**
 - If phone does not have a RETRIEVE key, enter “*77” instead
- **Enter the parking space number used to park the call**

Broadcast Announcement

- **Dial “#*”**