

### Answering Calls:

To answer a phone call, do the following steps:

1. Lift the handset to your ear, or

Press the Speaker button

2. Reply with, "HealthCare Partners, this is [say your name], how may I direct your call."

### Placing Calls on Hold:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **Hold** soft key to put the call on hold

To pick the call up:

1. Press the **Resume** soft key

If several calls are on hold:

1. Use the **Navigation** button (up and down arrows) to select the call to be answered.
2. Press the **Resume** soft key

### Leave a Message on Voice Mail:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **Transfer** button, this is puts the caller on hold and opens up a new line (dial tone).
3. Dial the correct extension number.
4. Press the **Transfer** button a second time.
5. Press the **End Call** soft key.

### Placing a Conference Call:

To arrange a conference call:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **More** soft key. This brings up another sub-menu of soft keys
3. Press the **Conf** soft key. Be sure to do this quickly, if the pause is longer than three seconds, the sub-menu view returns to the main menu after three seconds.
4. Enter the extensions of the people participating in the conference.

### Ending a conference call:

1. The conference ends for each individual when they hang up their handset. Or,  
The conference originator also has the option of removing participants from the conference by pressing the **End Call** soft key.

### Transferring Calls:

To transfer a phone call, do the following steps:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **Transfer** button, this is puts the caller on hold and opens up a new line (dial tone).
3. Dial the correct extension number.
4. When the person at the other end picks up the line, announce the caller's name.
5. Press the **Transfer** button again.
6. Press the **End Call** soft key.

If the person or extension the caller asked for, does not answer the call:

- A. Press the **End Call** soft key. Line Key that the call is on to pick it up.
- B. Resume the call and inform the caller the party they are calling for is not answering. Give them the option to call back or leave a message on voice mail.

### Making an external call:

To make a call outside the facility:

1. Pick up the handset.
2. At the dial tone, dial 9 + 1 + A/C + the number.

### Making an internal call:

To make a call outside the facility:

1. Pick up the handset.
2. Dial the extension of the person you are trying to call.

### Answering Voice Mail:

To pick up messages from your Voice Mail:

1. Press the **Messages** button and follow the voice instructions:  
The voice instructions tell you to enter the extension number followed by a pound sign; then enter your password, again, followed by a pound sign.

### Forwarding a Call:

To forward phone calls:

1. Press the **7** and **3** number keys and the extension number the call needs to go to.
2. Press the **#** key twice (##).
3. Press the **5** and **#** keys, then the **7** and **9** number keys and hang up.



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