**OptiPoint 500 Telephone**

**Audio Settings:**
To change the ring volume:
Press + button and then number 1
Press the + or the – button for desired volume.
Press + & - to store the volume.

**Automatic Hold:**
* while speaking on the 1st line if a second line rings in just press the line to answer. First call goes on hold automatically.

**Transferring a Call:**
1. During the call, press the TRANSFER key.
2. Dial the extension.
3. When answered, announce the caller and hang up the handset.

**Transferring a Caller to a Voice Mailbox:**
1. During the call, press the TRANSFER key
2. Dial 6050, wait for the announcement, enter the extension, press the # key, wait for the announcement, press # key again.
3. Hang up the handset.

**Conference Call (8 Party Maximum):**
1. While on a call, press the TRANSFER key.
2. At the dial tone, dial the extension to add to the conference or press 9 for an outside line and dial the full number.
3. Announce the party and press the TRANSFER key. (If the party is not going to join, press the CONNECT key.)
Continue steps 1-3 until everyone in the party is reached.

**Station Speed Dial (Personal List):**
(Stores up to 10 numbers)

**To Store a Speed Dial Number:**
1. Lift handset
2. Dial code # # 3
3. Enter a 2 digit index code 0-9 are available
4. Enter 9 and the external number
5. Replace the handset to store the number

**To Dial a Station Speed Number:**
1. Press the “STA” key or press the speaker button, listen for a dial tone, press #3.
2. At the “Enter Index” prompt, dial the index code (0-9).

**Forwarding Your Calls to Another Extension:**
1. Pick up the handset and press # 91
2. Dial the extension and press #
3. Hang up the handset (the forward light will be flashing on the telephone base.)

**Canceling Call Forward:**
1. Pick up the handset and dial ## 91
2. Hang up the handset.

**Station Pick:**
Lets you answer a specific extension that is ringing on ANOTHER phone.

Hear a line ringing.
Dial code *3 plus the extension
**Xpressions Voicemail**

**Mailbox Number:**
Your mailbox number is your extension.

**Default Generic Password:**
The generic password is 111

Setting up your voice mail messaging system:
1. Press the VOICEMAIL key on your telephone.
2. Enter your password (or the generic password) followed by the # key.
3. Follow the audible and visual prompts.
4. After setting up voicemail, hang up the phone.

**Listening to Voicemail Messages:**
1. Press the VOICEMAIL key on your telephone.
2. Enter the password and press the # key.

<table>
<thead>
<tr>
<th>Function</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stop a Message</td>
<td>*</td>
</tr>
<tr>
<td>Stop, replay entire message</td>
<td>*73</td>
</tr>
<tr>
<td>Rewind a message (8 seconds)</td>
<td>*78</td>
</tr>
<tr>
<td>Fast forward a message (8 seconds)</td>
<td>*98</td>
</tr>
<tr>
<td>Move to the end of the message</td>
<td>*92</td>
</tr>
<tr>
<td>Return to Main Menu</td>
<td>*</td>
</tr>
<tr>
<td>Delete a message (without listening to it in its entirety)</td>
<td>*6</td>
</tr>
<tr>
<td>Delete a message (after listening to it in its entirety)</td>
<td>6</td>
</tr>
<tr>
<td>Save a message (without listening to it in its entirety)</td>
<td>*4</td>
</tr>
<tr>
<td>Save a message (after listening to it in its entirety)</td>
<td>4</td>
</tr>
<tr>
<td>Skip to the next message</td>
<td>*2</td>
</tr>
<tr>
<td>To Skip a message (after listening to it in its entirety)</td>
<td>2</td>
</tr>
</tbody>
</table>

**Forwarding a Voicemail Message to Another Voice Mailbox:**
1. After listening to the message, save the message by pressing 4 or delete by pressing 6.
2. Press 9 to forward the message.
3. Record a comment (to be heard by the recipient before the actual message.)
4. Press the * key, then the # key again
5. Dial the extension you where you want to forward the message and press the # key.
6. If there is more than one forwarding destination, dial the extension and the # key again. When all destinations are entered, press the # key to forward the message.

**How to Access Your Voicemail From Your Phone:**
1. Press the VOICEMAIL button.
2. Enter your Password and press the # key.
3. Follow the prompts.

**From Another Phone:**
1. Dial extension 8050
2. Enter your extension and press the # key.
3. Enter your Password and press the # key.
4. Follow the prompts.

**From an Outside Phone:**
1. Dial 212-237-8050
2. Enter your mailbox number.
3. Enter your password and press the # key.

**Leaving a Voicemail Message in Someone’s Mailbox:**
1. Dial 8051
2. Enter their extension followed by the # key – or to search by last name, press the * key, use the keypad to spell the last name followed by the # key.

**Xpressions Access Numbers:**
- Direct 8050
- Forward/Guest 8051
- Transfer 6050