



Quick Tips: Phone Calls

A Response Point phone has all the familiar buttons, plus a special button for accessing the Automated Receptionist and voice dialing.

Task	Action
<p>Call an internal extension number using manual dialing.</p>	<p>Dial the three-digit extension number of the user you want to contact.</p>
<p>Call an internal extension number using voice dialing.</p>	<p>Press the Response Point button, and say the name of the user you want to contact.. For example, say "Denise Smith" or "Sales."</p>
<p>Call an external phone number using manual dialing.</p>	<p>Dial 9 and then the phone number you want.</p>
<p>Call an external phone number using voice dialing.</p>	<p>Press the Response Point button, and say the name and location of the person you want to contact. For example, say "Denise Smith at home" or "Denise Smith at mobile." (External phone numbers must be specified as contacts first using the Assistant program.)</p>
<p>Call the public address (PA) system.</p>	<p>Dial 872 if you have a PA system.</p>

* Be sure to review the important guidelines on using Response Point. In the Administrator or Assistant programs, click **Help** to see the "Important Considerations" section for more details.

Task	Action
Park a call, which can be retrieved from any phone.	Press the Response Point button . Note the number of the parked call. (There are nine parking spaces for calls.)
Retrieve a parked call.	<p>Press the Response Point button, and say "Retrieve my call."</p> <p>Note: When multiple calls are parked, say "Retrieve call" and then the number of the parked call. For example, say "Retrieve call 2."</p>
Transfer a parked call using manual dialing.	<p>Hang up the phone, and press 7 * 0 followed by the extension number. For example, press 7 * 0 202 to transfer the call to extension 202.</p> <p>Note: When multiple calls are parked, hang up the phone, and press 7 * followed by the call number. Then, enter the extension number to which you want to transfer the call. For example, press 7 * 3 202 to transfer call 3 to extension 202.</p>
Transfer a parked call using voice dialing.	<p>Press the Response Point button, and say "Transfer my call to <user name>." For example, say "Transfer my call to Diane Margheim" or "Transfer my call to Billing."</p> <p>Note: When multiple calls are parked, say "Transfer call <number>" and then the name of the user to whom you want to transfer the call. For example, say "Transfer call 2 to Diane Margheim" or "Transfer call 4 to Billing."</p>
Check voicemail.	<p>To access voicemail when you're in the office, press the Response Point button, and say "Voicemail" or dial 886.</p> <p>To access voicemail when you're out of the office, dial your office phone number. If the Automated Receptionist answers, say "Voicemail" or dial 886. If the receptionist answers, ask to be transferred to voicemail.</p>