



## PLACE A CALL

### Using your handset:

1. Dial the ten digit number or extension.
2. Pick up the handset.

### Using a headset:

1. Press the NEWCALL soft key.
2. Press the headset key.
3. Dial the ten digit number or extension.

### Using speakerphone:

1. Dial the ten digit number or extension.
2. Press the DIAL key.

## ANSWER A CALL

### Using your handset:

1. Pick up the handset.

### Using headset:

1. Press the headset key.

### Using speakerphone:

1. Press the speakerphone key, the LINE key or the ANSWER soft key.

## END A CALL

### Using your Handset:

Place handset on hook or press the ENDCALL soft key.

### Using Speakerphone:

Press the speakerphone key or the ENDCALL soft key.

## TRANSFER A CALL

1. When call is active, press the TRANSFER key.
2. Dial the ten digit number or extension you wish to receive the transfer.
3. Press SEND to complete transfer.

## TRANSFER TO VOICEMAIL

1. Add \*55 before ext.#.

## FORWARD CALLS

1. Dial \*72 to active call forward.
2. Enter the number to forward all calls. Follow with #.
3. To turn coll forward off (deactivate), dial \*73.

## TO PARK A CALL

1. While the call is active, press the PARK button.
2. Enter the extension number, press ENTER.

## TO RETRIEVE A CALL (FROM PARK)

1. Press the RETRIEVE button.
2. Enter the extension of the parked call.
3. Press ENTER. The call is active.

## CREATE A CONFERENCE CALL

1. Call the first party.
2. Press the CONFERENCE key or the CONFRNC soft key to create the new call.  
The active call is now on hold.
3. Place a call to the second party.
4. When the second party answers, press the CONFERENCE key or the CONFRNC soft key again to join all parties in the conference.

## SET UP VOICEMAIL

1. Place a call to your extension.
2. Enter the default passcode (8675309).
3. Enter a new passcode (must be four digits or more) followed by #.
4. State your name when prompted followed by #.
5. Follow prompts to record both your "No Answer" and "Busy" greetings.

*"No Answer" greeting knows to pick up when you are away from your desk.  
"Busy" greeting knows to pick up when you are on the other line.*

## ACCESS VOICEMAIL

1. Dial your extension.
2. Enter passcode when prompted. Press#.
3. Listen to messages.

## QUESTIONS?

Contact Fuse.Cloud Support



844.926.6000



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To schedule additional training for new employees or your office, email us at [training@fuse.cloud](mailto:training@fuse.cloud).



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