

# MAXcoreplatform

## 7940/7960 Quick Start Guide

**To place a call**, pick up the handset, OR hit the **New Call** soft key, OR press the speaker  button, then dial.


Dialing internally: simply dial the 4-digit extension

Dialing externally: dial the area code + number. **(You do not need to dial a "9" or a "1"!)**

Dialing international: dial 011 + country code + number, then press the **Dial** soft key

**To answer a call**, pick up handset, OR hit the **Answer** soft key, OR press the speaker button.

**To hang up**, hang up the handset, OR hit the **End Call** soft key, OR, if on speaker, press the speaker button.

**To answer a second call**, press the **Answer** soft key. The first call is automatically placed on hold. To toggle between callers, use  key, and then press the **Resume** soft key.

**To transfer a call**, keep the caller on the line (do not place him/her on hold!). You have two options:

- **Blind Transfer**: you are **NOT** going to announce the call before sending the call through.
  - (1) press the **more** soft key.
  - (2) press the **BlndXfr** soft key.
  - (3) dial the number you wish to transfer the caller to.
  - (4) When you complete your dialing, the call is no longer on your phone -- it is ringing on the next phone.
- **Warm Transfer**: you are going to announce the call first, then you will complete the transfer.
  - (1) press the **more** soft key.
  - (2) press the **Transfer** soft key.
  - (3) dial the number you wish to transfer the call to.
  - (4) when the caller picks up, announce the call. Press the **Transfer** soft key again to complete the transfer.



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**Transfer a Call Directly to VM**, keep the caller on the line (do not place him/her on hold!).

- (1) press **More**, then the **Transfer** soft key.
- (2) press the **\*** key followed by their 4 digit extension followed by the **DIAL** softkey
- (3)** Press **Transfer** to send caller to the mailbox

**To conference a call,**

- (1) press the **Conference** soft key
- (2) dial the third party
- (3) when the third party answers, announce the call to the third party, then press the **Join** soft key.

**To Transfer an existing voicemail from your mailbox to a coworkers mailbox:**

- Press 8 to forward existing voicemail
- Press 1 to enter the parties extension or press 2 to use the directory
- If you choose the extension number option, you must use the prefix of **250** plus the 4 digit extension. If you use the directory you must know the spelling of the last name.

