PHONE QUICK TIPS

www.icore.com/support
888.470.8647

– To connect into the conference, press **MORE** softkey then **CONF** softkey again. "To iCore Conference" will appear on the Phone Screen

– If recipient does **NOT** want to join the conference, **Toggle up** to call on hold and Press **RESUME** softkey to speak to the caller

Call Park (MC Park):

• Press **MORE** softkey twice, press **MC PARK** softkey, Record Park Number, then hang up or press **END CALL** softkey

• Retrieve call from any phone by dialing Park Number

Forward your phone:

• Press **Forward** softkey, enter the number for calls to be forward to and press **Forward** softkey again

• To deactivate, press **Forward** softkey twice

Do Not Disturb:

• Press **DND** softkey to activate; Press **DND** softkey again to deactivate

Intercom:

• Press **MORE** softkey, press **INTCOM** softkey, Dial extension

• Recipient will hear two quick beeps and their speaker will be activated

DC Pickup:

• Press **MORE** softkey, **DC PICKUP** softkey, dial Extension of ringing phone

Voicemail: (Default password: **Please Call**)

• Press **MESSAGES** button or dial **'955'** from any iCore Phone

• For external access, dial your direct line, then press * when greeting begins

Main Menu Prompts	Message Shortcuts	
1 Listen to Inbox Messages	(#) Skips through announcement	(*) Return to the Main Menu
2 Listen to Saved Messages		
3 Change your password	(2) Reply to message	(7) Skips backward
4 Listen to your greetings	(3) Dial # of message originator	(77) Rewinds to beginning
5 Record your greetings	(4) Deletes Message	(8) Pauses message
6 Access distribution group	(5) Saves Message	(9) Skips forward
	(6) Forwards Message	(99) Skips to the end

PHONE QUICK TIPS

To Place a Call:

• External: Dial **'#', then 10 digit telephone number** (1 is not needed)

• Internal: Dial **extension** only

Answer a Second Call:

• Press **ANSWER** softkey (the first call is automatically placed on hold)

Place a Second Call:

• Press **NEW CALL** softkey (the first call is automatically placed on hold)

• Dial extension or external number

To Move Between Calls:

• Move **Toggle Up or Down** to highlight desired call

• Press **RESUME** softkey (the other caller is automatically placed on hold)

Transfer (Attended):

• Press **MORE** softkey, then **TRNSFR** softkey

• Dial extension or external number

• Announce the caller

– To complete transfer, Hang up or press **END CALL** softkey

– If recipient does **NOT** want to take call, **Toggle up** to call on hold and Press **RESUME** softkey to speak to the caller

Transfer (Direct/Blind):

• Press **MORE** softkey, then **TRNSFR** softkey

• Dial extension or external number and hang up or press **END CALL** softkey

Transfer Directly to Voicemail:

• Press **MORE** softkey, then **TRNSFR** softkey

• Dial **'977'** and the extension, then hang-up or press **END CALL** softkey

Conferencing:

• When on a live call, press **MORE** softkey, then **CONF** softkey

• Dial extension or external number and ask recipient to join conference

View Your Call Log:

- Click on the **CALL MANAGEMENT** tab
- In the **LOGS** tab you can view your call logs; this tab will display your last 100 calls.

Set Speed Dials:

- Click on **CALL MANGEMENT TAB**
- Click on **SPEED DIALS**
- Click **SET SPEED DIAL** on bottom right
- Enter the Name and Phone Number, then click **SAVE**
- Repeat to Add up to 4 softkeys as Speed Dials

Change your Webportal Password:

- Click on **OPTIONS** tab, then **PASSWORD** sub-tab

Setup and Enable "Find-Me" Forwarding:

- Click on the **CALL MANGEMENT** tab
- Click on the **FIND ME** sub-tab
- Click **ADD** at the bottom of the page to build a new list
- Click **ADD** at the bottom of the next page to add numbers to the list
- Input phone "Nickname" and "Phone Number" and Select a challenge type or select "No Challenge"
- Click **SAVE**, then Click the **BACK** button on the bottom of the page
- Click on the **CALL TREATMENT** tab
- Under the **FUNCTIONS** column, click on the **EDIT icon**
- From drop-down menu, select **FIND ME**, select the list, then click **SAVE** at the bottom
- For advanced "Time of Day" options, click **ADVANCED**