# Calhoun County EMA - Momentum Phone System - Cheat Sheet

**TRANSFER AN ACTIVE CALL** to another phone number or extension:

1. While on a call, Press Transfer (this will place the active call on hold)
2. Enter the phone number / extension to which you want to transfer the call Stay on the line to ensure other party is available and to notify recipient of the transfer
3. Listen to verify that the dialed extension is ringing or answers
4. Press Transfer again to complete transfer

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**BLIND TRANSFER AN ACTIVE CALL:**

1. Follow the above process but press and hold transfer in step 1. This will eliminate steps 3 and 4.

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**TRANSFER AN ACTIVE CALL** to **PARK using the POLYCOM DESK PHONE**:

1. While on a call, Press Transfer (this will place the active call on hold)
2. Press Lines on your soft key. This will show the park line.
3. Press that park line and then transfer. This will send the call to park.

**TO ANSWER A PARKED CALL using the POLYCOM DESK PHONE:**

1. Press the middle button to the left of the LED screen labeled “Park Line”

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**TRANSFER AN ACTIVE CALL to PARK using the W56H DECT WIRELESS HANDSET:**

1. While on a call, Press Transfer (this will place the active call on hold)
2. Dial “567” on your handset and wait for the LED screen to show the incoming call and transfer line.

(Both lines must be showing before you can complete the transfer to the park line.)

1. Press Transfer again to complete Parking the call.
2. Your handset should disconnect. If it doesn’t, you can disconnect by pressing the red soft key.

**TO ANSWER A PARKED CALL using the W56H DECT WIRELESS HANDSET:**

1. Dial 567#
2. The parked call will connect to the wireless handset

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**VOICEMAIL INITIAL SETUP:**

1. Press the small “Reel to Reel” button on the bottom left of your phone or dial \*98.
2. First time pass code is 8-6-4-2.
3. Follow the prompts spoken to you.

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**TRANSFER DIRECT TO VOICEMAIL:**

1. While on a call, Press Transfer
2. Enter \*55 and the desired extension number. (example: \*55100)
3. Press “Send” or wait for a few seconds and you should hear confirmation that the call has successfully been transferred to voicemail.

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**CONFERENCING:**

1. While on a call with one person, press MORE than Conference.
2. Once that is done, the first person is ON HOLD and you may dial the Extension or 10-digit number of the person you would like to conference.
3. Once the second person answers, you can repeat step 1 to join all parties together and begin your conference.

NOTE: On Momentum Phones, you can only conference in two people, and then those people can bring in one additional.

**Momentum Training Library:**

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