

# Nextiva X-815 Quick Reference

## Warm Transferring Calls

A warm (attended) transfer allows Users to speak privately with the receiving party before transferring the call. A warm transfer also confirms the availability of the receiving party.

1. While on a call, press the **Hold** **J** button.
2. Dial the phone number or extension of the receiving party.
3. Greet the receiving party and advise them of any important information.
4. Press **Transfer** **I**, then press the **Confirmation** **C** button to perform a warm transfer.

## Blind Transferring Calls

A blind (unattended) transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether they answer.

1. While on a call, press the **Transfer** **I** button.
2. Dial the phone number or extension of the receiving party.
3. Press the **Confirmation** **C** button before the receiving party answers to blind transfer the call.

## Checking Voicemail

There must not be a call on the line when attempting to check voicemail.

1. Press the **Voicemail** **F** button or dial \*86.
2. Enter the personal voicemail passcode, then press #. The default is 0000.
3. Press **1** to listen to new or saved voicemails.



- A** Soft Keys
- B** Do Not Disturb (DND)
- C** Confirmation
- D** 5-Way Navigation
- E** Cancellation
- F** Voicemail
- G** Directory
- H** Settings
- I** Transfer
- J** Hold
- K** Mute
- L** Volume Up / Down
- M** Speakerphone
- N** Headset

## Accessing Call History

1. Press the **Call History** **A** soft key.
2. Press the left or right arrows on the **5-Way Navigation** **D** to view **All**, **Missed**, **Received**, or **Dialed Calls**.