

## Telephone Quick reference guide

**To make an internal call:** Lift the handset and dial the extension number of the person you want to call

**To Make and outside call:** Press **9** then, dial the phone number you want to call.

**Hold:** Have the caller on the line and press the **Hold** key. The button the call is residing on will begin to flash. If you want to exclusive hold the call, press the **Hold** button 2 times. This will make the call unavailable to any other users on your system.

**To transfer a call:** With the caller on the line, press the **CFN/TRN** key, enter the extension number to transfer the caller to and hang up. If you wish to announce to the person you are transferring the call to, press the **CFN/TRN** key, enter the extension number to transfer to, stay on the line to talk to the person, when done talking to them, hang up. That is when the call will be sent to them.

**Speakerphone:** Your speakerphone will be activated when you dial an extension number or press a **Line** key.

- To go from handset to speaker, press the **Spkr** key and hang up.
- To go from speaker to handset, simply lift the handset.

**Mic:** This functions as a **Mute Key**. When in speaker mode you can hear the customer, but the customer can't hear what you are saying.

- When lit **red** the **Mic** is on
- When not lit the **Mic** is off

**Redial:** When you press the **Redial** key it will call out to your last dialed number. This could be an internal or external number.

**Volume Control:** There are 3 settings to the volume control

- With the receiver down, press the **Vol** key up or down to adjust the ring volume.
- Press the **Spkr** key, then the **Vol** key up or down to adjust the speaker volume
- While on a call, press the **Vol** key up or down to adjust the handset volume.

**Conference Calls:** (Max of 8 parties, max of 6 outside)

- Have 1<sup>st</sup> call on the line
- Press the **CFN/TRN** key (the caller goes on hold)
- Access another line and make next call or dial extension number if an internal person, get connected to the 2<sup>nd</sup> call (they answer)
- Press the **CFN/TRN** key and you will be connected. (to add another person do as above)

**To program Speed Dials:**

- With you handset down (on hook) dial **#9876**, your display will 'User Programming mode' press the 'Spdial' key on your phone.
- Enter Bin number you want to program (100-119 are personal) now enter the phone number as you would dial it. Now press 'Spdial' key to store.

- To store additional speed dials repeat the above process.

**To call a programmed Speed Dial number:** Press the **Spdial** key followed by the Bin number you wish to call (100-119 or 200-900)

**MSG Key:** When your **MSG** key is flashing this indicates you have new messages in your mailbox.

**Optional keys:** You may or may not have these keys on your phone.

**Park & Pick Up:** To park a call, with the call on the line press **Park/Pickup** key now Press '\*' your display will inform you the park orbit number that the call is placed in,(usually 7000-7010) from any phone pick up the handset and press the **Park/Pickup** key, then dial the park orbit number the call is parked at. You will be connected to the call.

**Page:** Lift the handset and press the **Page** key, or dial **#30**, then make your announcement and hang up.

**Caller ID:** To review call to your station, press the **Caller ID** key. Use your volume control to scroll through the numbers. When a desired number is on screen press the **9** key and then the **Caller ID** key will be placed to the displayed number.

**Trans VM:** To transfer a caller directly into a mailbox with the caller on the line, press the **Trans VM** key, dial the mailbox number and press the **#** sign.

**To program a One-Touch button on your phone:** Dial **#9876**, press the key to program, enter the extension number or press **9** and enter the outside number, then press the key you wanted to program again.

**To program a DSS key on your phone:** Dial **#9876**, press **Hold**, press the key to program, dial **610**, enter extension number, then press the key you wanted to program again.

**To program the ring tone of a phone:**

Dial **#9876**

Press the **Line** or **Intercom** key (if you have multiple line leys you will need to press all of them.

Enter 11-18 (these are the options for the rings)

Press the same **Line** key you pressed in the above instructions

It is now programmed (You will need to call the extension to hear the selected ring)