**TELEPHONE USER GUIDE**

**MAIN EXTENSION NUMBER**
Your main extension number (also known as Primary Directory Number) is assigned to the Line Key on your telephone and shows in the display. When you lift the handset, your main extension number is automatically selected, you will hear dial tone and are ready to make a call.

**PLACING A CALL**
- **Internal:**
  - Lift handset, hear dial tone
  - Enter 4 digit extension number
- **External:**
  - Lift handset, hear dial tone
  - Enter 9 (no change in dial tone) and number

**On-Hook Dialing**
- To place a call without lifting the handset:
  - Press Line Key
  - Hear dial tone
  - Dial the number
  - Pick up the handset when the number starts ringing

If busy,
- Press Goodbye

**HOLD**
To place a call on hold:
- Ask the party to hold
- Press Hold key
- Hang up

To retrieve held call:
- Lift handset
- Press the Line Key

**TRANSFER**
To transfer a call to another extension:
- Ask party to hold
- Press Trans (soft key) hear special dial tone
- Call is placed on Temporary HOLD
- Enter extension number
- When party answers, announce call
- Press Trans (soft key) again

**NOTE:** If you hear a busy or ring-no-answer, press your Line Key to return to original call.

**CALL PI CKUP**
To pickup another ringing telephone in your group:
- Lift handset
- Press More (soft key)
- Press Pickup (soft key)

**CONFERENCE**
Allows you to place a caller on temporary hold and add an additional party into the conversation without tying up another line. You can conference up to 6 parties including yourself. It is recommended only 2 outside calls be in the conference call.

**To activate:**
- During an active call press Conf (soft Key)
  - Hear dial tone
  - Caller is placed on Temporary HOLD
- Enter extension or outside number
- Press Conf (soft Key) again to bring all parties together

**To drop off call:**
- Press Goodbye or hang up

**NOTE:** If you hear a busy or ring-no-answer, press your extension to return to original call.

**CALL FORWARD ALL CALLS** *(Internal Only)*
To temporarily redirect your incoming calls to another extension. Outgoing calls can still be made when call forward is active. Your phone will not ring while call forward is active unless the extension that is receiving your calls, calls you.

**To activate:**
- With handset on hook, press Forward (soft key)
  - Enter the extension number that is to receive your calls
  - Press Forward (soft key)

**To cancel:**
- With handset on hook, press Forward (soft key)
- Your calls are no longer forwarded

**NOTE:** Always notify the person your calls will be forwarded to

To reactivation, press the Forward (soft key) twice.

**SYSTEM SPEED CALL**
System speed call is a master list of campus wide numbers stored for use within the system. A 2 digit code is assigned to each number.

**To access:**
- Lift handset
- Press SScUser (soft key), enter 2 digit code

**CALL PARK**
Call Park places a call in a parked state, similar to hold, where it can be retrieved from any telephone.

**To activate:**
- Press Park (soft key)
- Note park number in display
- Press Park (soft key) again
- Hang up

**To retrieve call parked on special park number:**
- Lift handset
- Enter special park number

The special park numbers are **200 - 209**.

**NOTE:** The call will hold in the system for 90 seconds before it returns to the original parked destination.

**LAST NUMBER REDIAL**
The telephone always stores in memory the last number manually dialed.

**To activate:**
- Lift handset, press Line Key once

**OR:**
For on-hook dialing (with handset in place)
- Press Line Key twice

**NOTE:** The number will remain in the memory until you change it by dialing another telephone number.
RING AGAIN (Internal Only)

Allows you to program your telephone to alert you when a busy extension or ring no answer extension is active.

To activate:
- From Internal busy signal press RingAgn (soft key)
- You are disconnected from the call
- Hang up handset

When the extension becomes active:
- Hear buzz tone through the speaker
- Lift your handset, hear dial tone
- Press RingAgn (soft key) and it will automatically dial the call again.

NOTE: If you are busy on another call or walk away from your phone, this feature will cancel itself approximately 30 seconds after buzz tone is generated.

** PROGRAMMABLE SOFT KEYS **
- Located below the display area, the Soft Keys are self-labeling with an LCD label located in the display above the key

** FIXED FEATURE KEYS **

Message Waiting Indicator
- A red light indicator will light to notify you when a voice mail message has been received. To retrieve messages, press Message key or dial extension of voice mail.

Line Key
- Your extension number is assigned to this key. This key is used to receive incoming and outgoing calls.

Goodbye
- Disconnect a call on any active extension by pressing Goodbye or by hanging up the handset.
Note: Goodbye is useful when dropping off a conference call.

Hold
- Place an active call on hold by pressing the Hold key.
  (A single buzz tone through the speaker occurs after a call has remained on hold for one minute and re-occurs at one minute intervals.)

Volume Control Keys
- Used to control the volume of handset, headset, speaker, ringer and handsfree. Increase volume by pressing the right side of the bar, decrease by pressing the left side. Adjust ringing volume while the phone is ringing.

Message/Inbox
- Direct dial to voice mail

Services
- Controls the telephone options. Use the Navigation keys to scroll through options.

Navigation Keys
- Used to scroll through options.