

How to Use your Single Line Telephone

	Step 1	Step 2	Step 3
TRANSFER A CALL TO ANOTHER NUMBER	Flash Hookswitch or Press Link	Dial Number	Consult Privately with Third Party, Hang Up
CONFERENCE AN ADDITIONAL PERSON ONTO A LIVE CALL ((also used in place of transfer))	Flash Hookswitch or Press Link	Dial Number, <u>Wait for next party to answer.</u>	Flash Hookswitch or Press Link - All 3 of you will be on the call.
ACTIVATE CALL FORWARD (ALL CALLS)	Lift Handset, Dial # + 1	Dial Number to send your calls to. (i.e. 6245 for voicemail)	Hang Up. Your Calls are Now Forwarded to the Number Entered In Step 2
DEACTIVATE CALL FORWARD	Lift Handset	Dial # + 1	Hang Up
PLACE A CALL ON HOLD	Flash Hookswitch or Press Link	Dial # + 4	Hang Up
RETRIEVE A CALL YOU PLACED ON HOLD	Lift Handset	Resume Call	(If You Didn't Hang Up) Flash Hookswitch or Press Link to Resume the Call
CALL PICK UP (when equipped)	Lift Handset	Dial 113	Answer Call
TO PROGRAM SPEED CALL LIST (when equipped)	Lift Handset, Dial # + 2, then Speedcall Entry Number - (Typically 0 - 9)	Dial Entire Number to be stored, Include Access Codes: i.e. (9)+(7digits) or (8,1)+(10digits)	Hang Up. This stores (Step 2) Number under the (Step 1) Speedcall Entry Number. (i.e. 0-9)
TO USE SPEED CALL LIST (when equipped)	Lift Handset	Dial # + 3	Dial Speed Call Entry Number (i.e.0-9)
ACTIVATE RING AGAIN (when equipped)	(Upon reaching a <u>busy on-campus number.</u>) Flash Hookswitch or Press Link, Dial 111	Hang Up. Your set will ring with a quick cadence when party is available.	Lift Handset. Your set will call the previously busy number automatically.
CANCEL RING AGAIN (when equipped)	Lift Handset	Dial 112	Hang Up

FEATURE DEFINITIONS

TRANSFER ((also see CONFERENCE))	Allows you to send a live call, with a single party on it, to another station.((Multi - Party calls cannot be transferred - <u>See Conference.</u>)
CONFERENCE ((also used in place of TRANSFER))	Allows you to add more parties to your existing call. <u>Conference feature must be used whenever you are unable to complete a Transfer. To complete the Transfer: Conference all parties together, then Hang Up.</u>
CALL FORWARD	Allows you to program all calls for your extension to ring at another extension. Can also be used to send your calls directly to voicemail.
CALL HOLD	Allows you to place a call on hold and return to the held call when you are ready.
CALL PICKUP	Allows you, without leaving your desk, to answer a call ringing at another nearby telephone. (<i>Within your preset Call Pickup Group</i>)
SPEED CALL	Allows you to place calls to a stored number by dialing a 1- or 2-digit code. (typically 0-9)
RING AGAIN	Alerts you when a previously busy station becomes idle. (Seldom used feature with voicemail present.)

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