

How to Use your Digital Multi-Line Telephone Features

Action	Step 1	Step 2	Step 3
CONFERENCE AN ADDITIONAL PERSON ONTO A LIVE CALL	During a live call, (with single or multiple parties) Press Conference Key	Dial Number - <i>*MUST WAIT for third party to answer*</i>	Press Conference 2nd time, all 3 parties will be on the call. You may add up to a total of 6 parties. (Limited to 3 off-campus calls.)
CONFERENCE - *(AS USED IN PLACE OF TRANSFER - OR WHEN TRANSFER KEY DOES NOT FUNCTION)*	During a live call, (with single or multiple parties) Press Conference Key	Dial Number - <i>*MUST WAIT for third party to answer*</i>	Press Conference 2nd time, all 3 parties will be on the call. (The transferring person may hang up at this time.)
TRANSFER A LIVE CALL TO ANOTHER NUMBER *RECOMMENDED METHOD* "Supervised Transfer"	During a live call, (with a single party only) Press Transfer Key - (indicator beside Transfer key lights, special dial tone is heard)	((If indicator does not light and no special dial tone is heard - use Conference feature instead)) Normal operation - Dial Extension Number that you want to transfer the call to...	(OPTIONAL) - Consult Privately with third party; (Announce transferred caller) - Press Transfer Key, Hang Up
TRANSFER A LIVE CALL TO ANOTHER NUMBER "Unsupervised Transfer"	During a live call, (with a single party only) Press Transfer Key - (indicator beside Transfer key lights, special dial tone is heard)	((If indicator does not light and no special dial tone is heard - use Conference feature instead)) Normal operation - Dial Extension Number that you want to transfer the call to.	Press Transfer Key, Hang Up
ACTIVATE CALL FORWARD (ALL INBOUND CALLS)	DO NOT Lift Handset, Press Forward Key, (Indicator beside Forward key flashes)	Dial Number to send your calls to. (i.e. 6245 for voicemail)	Press Forward Key, (Indicator beside Forward key now lit solid) Calls are now forwarded to Number Entered In Step 2
DEACTIVATE CALL FORWARD	(Indicator beside Forward key is already lit solid) DO NOT Lift Handset, Press Forward Key	Indicator beside Forward key goes blank	Calls are no longer forwarded.
PLACE A LIVE CALL ON HOLD	Press HOLD Key	(Indicator beside HELD line key flashes quickly)	Hang Up
RETRIEVE A CALL YOU PLACED ON HOLD	Lift Handset	Press extension key of HELD call - (indicator is now lit solid)	Resume Call
TO USE MESSAGE KEY (when equipped)	(Indicator beside Message key blinks indicating new voice messages waiting)	Pick up Handset, Press Message Key	Follow audio prompts to login to voicemail box and retrieve messages.
TO PROGRAM SPEED CALL LIST (when equipped)	WITHOUT Lifting Handset, Press Speedcall key, (indicator flashes)	Dial Speedcall Entry Number (Typically 0 - 9). Then, dial number to be stored: Include Access Codes: i.e. (9)+(7digits) or (8,1)+(10digits)	Press Speedcall. (indicator goes blank) This stores the Speedcall Entry. Repeat for each entry.
TO USE SPEED CALL LIST (when equipped)	Lift Handset, Press Speedcall key	Dial Speed Call Entry Number (i.e. 0-9)	System Automatically dials entire number stored in Speedcall Entry
TO PROGRAM AUTO DIAL (when equipped)	WITHOUT Lifting Handset, Press AUTO DIAL key, (indicator flashes)	Dial Entire Number to be stored, Include Access Codes: i.e. (9)+(7digits) or (8,1)+(10digits)	Press AUTO DIAL (This stores the programmed number.) (indicator goes blank)
TO USE AUTO DIAL (when equipped)	Lift Handset	Press AUTO DIAL key	System Automatically dials stored number
CALL PICK UP with KEY PRESENT (when equipped)	Lift Handset	Press Call Pickup key	Answer Call
CALL PICK UP without KEY PRESENT (when equipped)	Lift Handset	Dial 113	Answer Call
ACTIVATE RING AGAIN (when equipped)	(Upon reaching a busy, on-campus number.) Press Ring Again, busy signal drops, indicator by Ring Again will be lit solid.	When busy party becomes available: Your set will buzz, and Ring again will flash.	Lift Handset, Press Ring Again. System automatically dials the (previously busy) number.
CANCEL RING AGAIN (when equipped)	** (indicator by Ring Again is already lit solid) ** WITHOUT lifting handset, Press Ring Again key	(indicator by Ring Again goes blank)	System is no longer monitoring busy line.

FEATURE DEFINITIONS

CONFERENCE ((may also need to be used in place of TRANSFER))	Allows you to add more parties to your current 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>
TRANSFER ((also see CONFERENCE))	Allows you to send a live call, with a single party on it, to another station. (<u>Multiple Party calls cannot be transferred - Use Conference feature instead.</u>)
CALL FORWARD	Allows you to program all calls for your telephone number to ring at another telephone number. Can also be used to send your calls directly to voicemail.
HOLD	Allows you to place a call on hold, and return to the held call when you are ready.
MESSAGE	When new voicemail messages are present, indicator flashes by Message key, in addition to red message light on telephone. Message key also acts as an autodial key which dials the voicemail pilot number - (x6245)
SPEED CALL	Allows you to place calls to a stored number by dialing a 1 or 2 digit code. (typically 0-9)
AUTO DIAL	Allows you to place calls to a single stored number by picking up the handset, then pressing a single key.
CALL PICKUP	Allows you, without leaving your desk, to answer a call ringing at another nearby telephone. (*Within your preset Call Pickup Group)
RING AGAIN	Alerts you when a previously busy station becomes idle. (This feature is seldom used with voicemail present.)