

Telephone Basics -Answer, Place, Hold, and Transfer a Call

Answer a call: Lift the handset when the phone rings.

Place an internal call: Dial the extension number of the person you wish to call. ** Shortcut option: If you have a button with their name on it, you can press that button.

Place an external call: Dial9 then the phone number.

Place a call on hold: With the caller on the line, press the orange HOLD. The line LED will blink. **Take a call off hold:** Press the blinking key.

Park a call: With the caller on the line, press the PARK button, enter the extension number to park the call on followed by#.

To pick up a parked call:

If the call is parked on the phone you are using, simply press the PARK button.

If the call is parked on a phone other than the one you are using, press the PARK button and dial the extension number the call is parked on.

Transfer a call: With the caller on the line, press the CNF/TRN key and dial in the extension number. You can wait on the line and announce the caller or you can hang up and the call will ring through. **Shortcut option: If you have a button with their name on it, you can press that button instead of doing the steps above.

Transfer a call directly into someone's voicemail box: While the caller is on the line press Voice Mail Transfer button. Enter the box number followed by#. Immediately hang up.

**Shortcut option: If you have a button with their name on it, you can press the voice mail transfer key followed by that button.

Volume adjustment for Ring Tone, Hands free Answer back and Speaker Off-hook Call Announce

Including Ceiling Speaker Volume!

Make sure the telephone is idle and the handset is on-hook. Press the volume up to increase volume and volume down to decrease volume.