

# Phone System Quick Reference

## Call Handling

- To make an outside call, pick up handset and dial **9**. Dial number as normal.
- To talk to a person at another Ext., pick up handset and dial Ext. #.
- To answer a call, just pick up the handset or press **Handsfree**.
- To transfer a call to another Ext., while caller is on the line press the key under **Transfer**. Then type in Ext #, then hang up or press **Rls**.

## Phone Feature Buttons

- **Feature** – This button accesses the features of the system by pressing **Feature** and the code.
- **Hold** – Use this button to place a call on hold on your phone. An arrow will blink next to where the call is held, press this button to take the call off hold.
- **RLS** – This is the release key. This is the same as hanging up the handset. Use this button to hang up a handsfree call.
- **Park** – The park button places a call on hold in the system. While your on a call press park and the caller will be held on the code displayed (ex: 101). Go to any phone on the system and pick up the phone and press 101 to retrieve the call.
- **DND** – Do Not Disturb. Press this to have all calls go to your voicemail box. Press **DND** again to allow calls.
- **Voicecall** – Use this feature to “buzz” another extension. Press Voicecall and dial the extension number and you can talk to the person at the phone, and they can talk back.
- **Call Forward** – Use this feature to forward your calls to another extension. Press Call Forward and type in the extension number. Press Cancel in the display to cancel.
- **Last No.** – This is the same and redial.
- **Page** – Press this button to page over all the phones on the system.
- **Conf** – To make a conference, make or receive the first call and put that call on hold. Make or receive your second call. While your on the phone with the second call press **Conf** and the button flashing where the first call is on hold.
- **Intercom** – These buttons are your pathways to make and receive calls.
- **Handsfree/mute** – Use this button to make a handsfree call. While on a handsfree call press it again and the microphone will be muted. Press the button again to turn the microphone back on. Press RLS to hang up the call.