Receiving a Call:
Lift handset or depress speaker key to answer an incoming call.
- Outside Call: Double / Fast Ring Signal
- Internal Call: Single / Normal Ring Signal

Placing a Call:
To place a call, lift handset or depress the speaker key.
- Outside Calls: Dial “9” followed by the desired telephone number.
- Campus Calls: Dial the desired five (5) digit extension number.
- Voice Mail: Dial “26000”
- Using Last Number Redial: Dial “*55”

Flash
The “flash” command is used in conjunction with the activation and use of many features within the system, including a basic transfer.
If you have a standard telephone instrument you can use the “Flash” command by:
- Depressing the hook switch briefly and releasing the hook switch on your telephone. (You will hear interrupted or “stutter” dial tone following the “Flash” command.)
If you have a digital telephone instrument you can use the “Flash” command by:
- Depressing the “FLASH” key on your telephone. (You will hear interrupted or “stutter” dial tone following the “Flash” command.)

Call Hold
To place a call on hold, should you not have a “HOLD” key, follow the steps outlined below:
- Ask the calling / called party to hold.
- Depress the hook switch or Flash key. (Listen for interrupted / stutter dial tone.)
- Dial *01 (Call is on hold and new dial tone is heard.)
- Do not hang up, or held party will ring you back.
To take the call off hold and resume conversation:
- Depress the hook switch or Flash key. (You are reconnected with the party which was on hold.)
OR
- Hang Up. (Your phone will ring)
- Lift handset or depress speaker key. (You are reconnected with the party which was on hold.)

Call Forward All Calls
This feature allows the user to forward all incoming calls to any extension on campus or to Voice Mail.
Note: Call Forward All Calls will restrict your phone from initiating or receiving calls. To activate call forward all calls:
- Lift handset or depress Speaker key
- Dial “#134”
- Dial desired extension number to which calls will be forwarded (26000 for Voice Mail)
• Confirmation tone is heard
• Hang up

To cancel Call Forward All Calls:
• Lift handset or depress Speaker key
• Dial “#135”
• Hang up

Individual Speed Dialing
Individual speed dialing allows the user to program up to ten (10) frequently dialed numbers which can then be accessed via an access code followed by a one-digit code.

To Program:
• Lift handset or depress speaker key.
• Dial # # 0
• Dial the one digit code (numbers 0 – 9) to which you want to assign the speed dial number.
• Dial the complete telephone number (up to 28 digits) to be stored under the individual speed dial number. Don’t forget to dial 9 for outside numbers. Upon completion you will hear a constant confirmation tone.
• Hang up.

To Use:
• Lift handset or depress speaker key.
• Dial *12
• Dial the one digit code (numbers 0 – 9) assigned to the number in which you wish to access and dial.
• Wait for Answer.

To Change Speed Dial Numbers:
• Follow the step-by-step instructions defined under To Program. You simply program new telephone numbers over anything that was previously programmed.

Three-Way Conference Calling (AND/OR) Transferring a Call
This feature enables the user to add a third party to a call in progress, inclusive of both internal station numbers, as well as, outside telephone numbers.

To initiate a conference call and or transfer a call:
• Ask the calling / called party to hold.
• Depress the hook switch or Flash key. (Listen for interrupted / stutter dial tone.)
• Dial the telephone number of the third party. (Wait for the party to answer. If you encounter a busy signal or there is no answer, or an error is made in the dialing string, press the hook switch / Flash key to reconnect to your original party.)
• When the party answers, you can advise them that you are setting up a conference call or transferring a call.
• Depress the hook switch or Flash key. (A three-way conference has now been established)
  • If you are transferring the call, you may now hang-up leaving the other two callers on the call.
Directed Call Pick Up
This feature is used to answer incoming call directed to extensions within your system configured call pick up group. A work order is required to configure a call pick group.

• Lift handset or depress Speaker key
• Dial "*73" and the number of the ringing extension that is to answered