Frequently Asked Phone Usage Questions
Quick Reference Resource Sheet

HOLD

To place a call on hold:
- Press "**Hold**" softkey
- Hang up handset

To reconnect with the call:
- Press "**Resume**" softkey and lift handset
- Or, lift the handset, then press the line key

CONFERENCE

To conference up to 4 parties:
- Press "**More**" softkey
- Press "**Confrn**" softkey
- At the dial tone, dial another extension or number
- Announce the call
- Press "**Confrn**" key to join all parties

If a party doesn't answer or doesn't want to join:
- Press "**EndCall**" softkey
- Press "**Resume**" softkey

To remove yourself from the conference:
- Press "**End Call**"

LONG DISTANCE PHONE CALL

To make a long distance call:
- Press "**NewCall**" softkey or lift handset
- Dial "**9**" + "1" and the 10-digit number

NOTE: (Phone number will turn into asterisks for access code.)

Access Code: ___ ___ ___ ___ ___ ___

TRANSFER

To transfer a call to another extension:
- Press "**Trnsfer**" softkey
- At dial tone, dial other extension
- Announce the call
- Press "**Trnsfer**" softkey again

If you dial wrong or if no one answers:
- Press "**EndCall**" softkey
- Press "**Resume**" softkey

To return to original call:
- Press "**Resume**" softkey

To transfer a call directly into a voicemail box:
- Press "**Trnsfer**" softkey
- Press *****
- Enter mailbox number
- Press "**Trnsfer**" softkey again

To transfer a call to a phone that does not ring (by design):
- Press "**Trnsfer**" softkey
- At dial tone, dial **#**
- Enter the other extension. This will make it ring once in the "Manager's" Office
- Announce the call
- If the Manager wants to talk to the person Press "**Trnsfer**" softkey again

*(Phones for Supt., Asst. Supt.'s, Directors & Managers)

CALL PARK

While on a call:
- Press "**More**" softkey
- Press "**Park**" softkey
- **Note call park number in display**

To retrieve a parked call:
- Lift handset of any phone
- **Enter number of parked call**

Access Code (3022__?)

LOG ON TO VOICE MAIL

To log on from your extension:
- Press " " or "**Messages**" key
- Enter password

VOICEMAIL SET-UP INSTRUCTIONS WITH NO PHONE

To log on from any extension:
- Dial your site phone number (example—**x2-#### {788-####})**
- Press # when you hear the recording
- Enter your Personal Extension, then # (example—82819# (your personal phone extension & #)
- Enter the default Password 124578#
- Follow the Instructions