

Using the Features of Your Digital Phone

Note: Not all phones have a button for all of these features.

To request a change to your phone, please call the Tech Support Manager

Call Forwarding-Temporarily sending your calls to another extension

To activate:

1. Without lifting the handset, press the Forward key.
(indicator arrow will flash.)
2. Dial extension where calls are to be forwarded.
(such as 6100 for voicemail).
3. Press Forward again.
(indicator arrow will remain on steadily.)

To cancel:

- Press Forward key once.
(indicator arrow will go off.)

Transfer -To send a caller to another extension

If your phone has a Transfer key:

1. Press the Transfer key once.
2. Dial extension to which you wish to transfer call.
3. (optional) Wait for party to answer,
announce call to second party.
4. Press Transfer key again.

If your phone has no Transfer key:

1. Follow directions below for Conference calls.
2. Once parties are connected, hang up phone.

Conference-To speak with several parties at once

To activate:

1. While on line with the first party,
press the Conference key.
(Puts first party on hold.)
2. Dial second party.
3. Announce conference to second party.
4. Press Conference again.
5. Repeat steps 1-4 for up to six parties.

Redial-To redial the last number called from your phone

To use:

1. Lift handset.

2. Press Directory Number key.
(***Note: This is the key that has your extension number written on it. It does not say "Directory Number" on it.)

Speed Dial-To automatically dial preprogrammed numbers

To program:

1. Without lifting handset, press the Speed Call key
(indicator arrow will flash.)
2. Dial a 2-digit Speed Call Access Code.
(this is the "shortcut" you will use to dial this stored number)
3. Dial number to be stored.
(Remember to include the 9 if it is an outside call.)
4. Press Speed Call again.

To use:

1. Lift handset.
2. Press Speed Call key.
3. Dial 2-digit Speed Call Access Code.

Hold on Hold-To be able to move away from phone while on hold

To use:

1. After other party place you on hold, press Hold key.
2. Place handset in cradle.
3. Press Directory Number key.
(Turn up volume if necessary.)
4. When party returns, lift handset to resume conversation.