

## *Digital Telephone Instructions*

### **Basic Telephone System Features**

**Send all calls - \*3** will send all incoming calls directly to the first point of coverage (usually voice mail). You will hear one short ring as the call is being redirected. To deactivate this feature dial **#3**.

**Call forward** – To direct your calls to another extension dial **\*2**, dial the extension to which you are directing your calls. You will hear a *confirmation tone* of three short bursts. To deactivate this feature dial **#2**.

### **Call Pickup**

**To answer a call placed to a member of your pickup group when your telephone is idle**

- 1 Press **<Call Pickup>** or dial the Call Pickup code **\*7**.
  - You are connected to the ringing call.

**To pick up a call while you are active on another call**

- 1 Press **<Hold>**.
  - The present call is put on hold.
  - The green light flutters.
- 2 Press **<Call Pickup>**.
  - The called telephone stops ringing.
  - You are connected to the incoming call.

**Note:** To return to the held call after completing the pickup call, press the fluttering **<xxxxx>**.

### **Conference**

**To add another party to a call (for a total of up to six parties)**

- 1 Press **<Conference>**.

[dial tone]

  - The present call is put on hold, and you are given a new call appearance; all other parties remain connected to each other.
- 2 Dial the number of the new party and wait for an answer.

**Note:** You can privately discuss the call with the new party at this time; if no answer or busy, press the fluttering **<xxxxx>** to return to held call.
- 3 Press **<Conference>** again.
  - All parties are now connected.
- 4 Announce the call.
- 5 Repeat Steps 1 through 4 for additional conference connections.

**To add a call you have put on hold to another call you are connected to**

- 1 Press **<Conference>**.

[dial tone]

  - The held call light continues to flutter; the current call light also flutters.
  - You are given a new call appearance.
- 2 Press **<xxxxx>** of the call on hold (first call).
- 3 Press **<Conference>** again.

- All parties are now connected.

**4** Announce the call.

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**To drop the last party added to a conference call**

**1** Press <**Drop**>.

- The last party you added is dropped.
- You remain connected to the other parties.

**Note:** The parties other than the last one must disconnect to be released from the conference call.

## Drop

**To disconnect from a normal call and obtain dial tone without hanging up the handset**

**1** Press <**Drop**>.

**Note:** If you press <**Drop**> during a conference call, the last party added will be dropped, and you will remain connected to the other parties.

## Hold

**To put a call on hold while you answer another call, make a call, or perform some other task**

**1** Press <**Hold**>.

- The green light flutters.

**Note:** If you put a conference call on hold, the other parties remain connected.

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**To return to the held call**

**1** Press <**xxxxx**> of the held call.

- You are connected to the held call.

**Note:** If you are active on a call and you press the <**xxxxx**> of the held call, the active call will be dropped.

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**To answer a new call while active on another**

**1** Press <**Hold**>.

- The green light flutters.

**2** Press <**xxxxx**> of the incoming call.

- You are connected to the incoming call.

## Last Number Dialed (Redial)

**To automatically redial the last number you dialed (extension, outside number, or trunk/feature code)**

**1** Press <**Last**> or dial the Last Number Dialed code \***9**.

- The number is automatically dialed (up to 24 digits).

## Transfer

**To send the present call to another extension or outside number**

**1** Press <**Transfer**>.

[dial tone]

- The present call is put on hold.

2 Dial the number the call is to be transferred to.

[ringback tone]

3 Remain on the line and announce the call; if there is no answer or the line is busy, return to the held call by pressing its <XXXXXX>.

4 Press <Transfer> again.

- The call is sent to dialed number.

**Note:** Only calls from another extension can be sent to an outside number; you cannot transfer a call from an outside number to another outside number.

5 Hang up.

Feature	Code
Call Forward	*2
Call Forward Cancel	#2
Call Pickup	*7
Last Number Dialed	*9
Send All Calls	*3
Send All Calls Cancel	#3