Two words you need to know
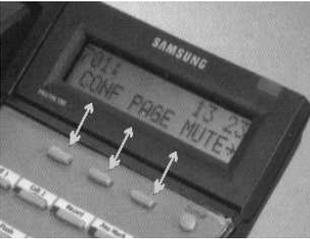
Lines: Telephone lines to the outside world
Extensions: The telephone devices that sit on desks in your work environment.

Description of your phone

Buttons
Your phone has lots of buttons! You know what the dial pad buttons are (0-9, *,#), and you know what the hold key is. The button next to the hold button is the Answer/ Release Key (ANS/RLS), and it is used primarily for headset operation to answer and hang-up. There are also Volume Keys, which adjust the volume of the ring and the vocals. There are some keys that are programmable on your phone as well, the phone technician must set these up for you based upon your needs. Often these keys are set up as phone lines (LINE Keys), or other extensions (DSS Keys). They could, however, be programmed for any feature in the phone system.

LCD Display
This display provides useful information as well as providing **soft key** functions. The **soft keys** are the three buttons immediately below the display, and help to navigate through the display's menu. You can see more options by pressing the **Scroll** Key. Go ahead and press the **Scroll** key now. See how there is something written right above each of the three **soft keys**?

What to do when the phone rings

Picking up the call
If your phone is the one that is ringing, you can just pick up the receiver. If someone else's phone is ringing, but yours is not, you will have to push something: If a line or pickup button is fast-blinking, just push it to answer. If there are no fast blinking lights on your phone, you must press **Pickup** (or dial 65 on the dial pad) and then an extension number of a phone that is ringing.

Hold
Hold parks a call on your phone. It will probably ring you back in a couple of minutes, so you don't forget about it. If you want it to stay on hold for longer periods **press the hold key twice** instead of once. It will stay on hold forever, but this will also make it impossible to pick it up from a different phone.

Transfer
While you're on the phone, press **Transfer** and then dial an extension. Simply hang up to complete the transfer. You can announce the call to the recipient before hanging up, if you wish. This gives the recipient the ability to refuse the call. If they refuse, you will have to push transfer again to get it back. If you Transfer to a busy station, just hang up and it will ring the phone anyway.

Transfer-Hold
You can combine the two features above to put a call on hold at someone else's extension. Simply press **Transfer**, dial an extension, push **Hold**, then hang up.

How to pick up a held call

If you have the phone lines on buttons (Line 1, Line 2, Line 3, etc.)
If you know what line the person is holding on, just push the blinking button for that line.
If you do not have the lines on your phone
You will not see any blinking buttons, so you MUST know what line the caller is on. The person who put the caller on hold needs to tell you which line is holding. You can then press the Hold PU key (or dial 12 on the dial pad) and enter the line number (Line numbers start at 701 for line 1, 702 for line 2, etc.). Ex: "Gary, you have a call on line 702." To get the call, Gary hits **Hold PU** + **702.**

Conference

You can conference up to 5 parties (including yourself). To conference, you just need to hit **Conf** in between each call, then twice at the end to join everyone together. If you don't see a **Conf** key, you will have to push the scroll key until it appears in the LCD screen. You can then use the soft key below it.
Ex: Make first call; press **Conf**; press another line and dial second call; press **Conf-Conf** to join all. To drop a party from a conference: Press Conf, press line to get rid of, press Conf again to rejoin other parties.

Paging

To page over all the phones, press **551**
To page over the speakers (if equipped) press **555**
To page over both phones and speakers press **55***

Do Not Disturb

Dial **401** to activate Do Not Disturb.
Dial **400** to turn it off

Call Forward

You can automatically send all your calls somewhere else, using Forward-All. Simply press **601** and then type another extension or group (Ex: Forward-All to x202 is **601 202**). If you are not sitting at your desk and wish to pull your calls from there, press **605** and **YOUR** extension number
To turn off forwarding press **600** on **your** phone.
NOTE: On older systems this disables calls rolling into your voicemail! Press **603 529** to re-enable.

Headset use

To use a headset without the hassle of picking up the receiver, you must put the phone in headset mode. NOTE: Headset mode disables the speakerphone! If you have a headset key, you can just press it. If you don't, you will have to dial the following:
Headset on/off: **Transfer 110,** Use volume keys to find **"Headset Use"**
Then press the right **soft key** (next to "**Scroll**") Hit **1** to turn on, **0** to turn off. **Transfer** to exit.

Speed Dial

Press the Memory/SPD key (or dial 16), and enter a memory location (00-09/500-699).
You may also press the Rolodex key to dial by name. Use the dial pad to select a letter (EX: "e" is 3-3). Then use the Volume keys to scroll through all of the e's.

Your phone has many more abilities than what is listed in this quick-guide. Contact the person who is in charge of the phone system administration for more details.