



Desk Phones:

A. Intercom System:

Idle phone:

- a. If “Auto Answer” button is on, intercom calls will be announced through the phone speaker and you can answer back by talking into the direction of the phone.
- b. If “Auto Answer” button is off, phone will ring when called via intercom.

Making an Intercom call:

- c. Press key associated with program button on the right hand side.

B. Page all phones:

- a. Press “page all” button.
- b. Lift handset.
- c. Make announcement.

C. Make a call:

- a. Press desired phone line
- b. Dial phone number
- c. Lift handset or talk on speaker phone

D. Call Hold

While on a call:

- a. Press “Hold”
- b. Hang up.

To return to a call:

- a. Press flashing green line key:
- b. Resume conversation.

Announce a call placed on hold:

- a. Place call on “Hold”.
- b. Hang up.
- c. Press specific intercom location, or “Page All”.
- d. Announce who is on the call.
- e. Hang up.

E. Transfer a call to a handheld phone

- a. Answer phone
- b. While on a call, press the desired portable button—located on the right hand side:

F. Conference Call:

While on a call:

- a. Press “Flash” button.
- b. When you hear a dial tone, dial the second phone number.
- c. Once the second party answers, press the “Flash” button again to join everyone in the call.

G. Call Forward:

Forward calls to another extension:

- a. Press Intercom & “FWD/DND”
- b. Dial “2”
- c. Enter extension number & press #

Forward calls to an outside number:

- a. Press Intercom & “FWD/DND”
- b. Dial “2 & 9”
- c. Enter 1 area code and number & press #

Handheld/Portable Phones:

H. Intercom System:

Making an Intercom call:

- a. Press right arrow (Line).
- b. Scroll down to desired intercom extension.
- c. Press green call button to make announcement.
- d. Press red button to end.

I. Page all phones:

- a. Press right arrow (Line).
- b. Scroll down to “page all”.
- c. Press green call button to make announcement.
- d. Make announcement.
- e. Press red button to end.

J. Make a call:

- a. Press green call button.
- b. Dial phone number.

K. Call Hold

While on a call:

- a. Press “Hold”
- b. Press red button to hang up.

To return to a call:

- a. Press flashing “Line1/Line2” key.
- b. Resume conversation.

Announce a call placed on hold:

- a. Place call on “Hold.”
- b. Press red button to hang up
- c. Arrow down to desired extension, or “Page All” button.
- d. Hit green call button.
- e. Announce
- f. Press red button to hang up.

L. Conference Call:

While on a call:

- a. Press “Flash” button.
- b. When you hear a dial tone, dial the second phone number.
- c. Once the second party answers, press the “Flash” button again to join everyone in the call.