Telephone Basics

**PRIME LINE:**
The Prime Line is the extension number of the telephone. When you lift the handset, the Prime Line will light up GREEN. In addition, on display telephones the extension number will appear in the display.

**MESSAGE WAITING LIGHT:**
Located in the upper right corner of your telephone. It will light RED when you have one or more new Voicemail messages. You will also see a VM icon appear on your LCD display.

**RING TONE:**
Controls the ringing tone on the telephone.
- **FEATURE + 3** changes the ringer tone. You can choose from 10 ring tones.

**RECALL:**
This feature is used to recall dial tone on your D-term telephone (place a new call).

**SPEAKER**
The SPEAKER button allows for hands free conversation.

**MIC LAMP:**
Located in the MIC button of the phone. This displays the status of the built-in microphone used for hands free operation.
- Pressing the MIC button turns the MIC lamp ON/OFF.

**MUTE**
The MUTE soft key allows you to control the microphone, turning it on and off. While on a call, press MUTE soft key. MUTE will begin flashing to alert you that it is on.

**VOICE CALL:**
Allows you to make an announcement over the speaker of another phone.
- Dial the desired extension and press the VOICE soft key. You will hear a series of beeps before the speaker is activated.

**HEADSET:**
The HEADSET soft key allows you to activate your headset.

**VOICE CALL:**
Allows you to make an announcement over the speaker of another phone.
- While call is ringing into a phone in your pick up group. Lift your handset and press PICKUP to answer.

**MESSAGE:**
Allows user to access Voice Mail.
- Press Message key to access.

Telephone Features

**CALL PICKUP:**
Allows you to answer a call ringing into another phone in your pick up group.
- While call is ringing into a phone in your group. Lift your handset and press PICKUP that call will be answered on your phone.

**FORWARD ALL:**
Allows you to send all of your PRIME LINE calls to a specific extension.

**TO SET:**
- Press SPEAKER button or lift handset.
- Press FORWARD button. You will hear stutter dial tone.
- Dial the desired destination extension number. You will receive confirmation tone and your FORWARD button will flash.

**TO CANCEL:**
- Press SPEAKER button.
- Press FORWARD plus * You will receive confirmation tone.

**TRANSFER:**
- With call in progress, press TRANSFER button. You will hear a stutter dial tone.
- Dial the extension number and wait for answer.
- Announce call, then hang up to complete the transfer.

**NOTE 1:** If you need to retrieve the call, press the TRANSFER button again & you will have the original caller back.

**NOTE 2:** If you transfer call and it goes to voicemail, and you need to retrieve it, while voicemail greeting is playing, press *** to cancel transfer and retrieve the call.

**CONFERENCE CALL (3-way):**
- While a call is in progress, press the TRANSFER button. You will hear stutter dial tone.
- Dial the desired number. Remember to first dial 8 if it is an outside number.
- After call is answered, press CONF soft key and all three parties will be connected.

**JOIN:**
Allows you to add a held call to an active call, creating a 3-way conference call. While engaged in a call, press the JOIN button followed by the button where the call you wish to join is holding. You will now be engaged in a 3-way conference call.

**PARK:**
Allows you to place a call on “system hold” to be picked up from another phone. With an active call on the line, press PARK button.
- Your display will show HLD = (park location number 00–19) REMEMBER THIS PARK LOCATION

**RETRIEVE A PARKED CALL:**
- Press PARK button followed by the park location number
- You will now be connected to the call.
Telephone Features (continued)

**HOLD:**
Press the **HOLD** button once to place the caller on hold. Press the appropriate (flashing) line key to return to the caller.

**EXCLUSIVE HOLD:**
Press the **HOLD** button twice to place the caller on Exclusive Hold. Only the station that set the Exclusive Hold can retrieve the call. To retrieve call, press the appropriate (flashing) key.

**ONE-TOUCH AUTO DIAL:** This feature will allow you to program your **ONE-TOUCH** buttons for internal or external telephone numbers.

**TO SET:**
- Press **FEATURE** button.
- Press desired **ONE-TOUCH** button.
- Dial the number and press **FEATURE** again. For outside numbers, include a 8 for outside line access.

**TO VERIFY:**
- Press **FEATURE** button.
- Press desired **ONE-TOUCH** button. Display indicates digits programmed.

**TO USE:**
- Press programmed **ONE-TOUCH** button to make a call.

**LAST NUMBER REDIAL:**
Press the **REDIAL** button, then * (star).

- Press the **REDIAL** button located on the left of your **CURSOR**. Display will show the last number called.
- Continue to press the **REDIAL** button. This will scroll through the last 5 numbers called.
- When you reach the number you want, press the * (star) key to dial.

**MALICIOUS TRACE:**
Allows you to log the incoming call information for the technician to access.
Press the **TRACE** button – the incoming call information will be logged for future review. Please call Telecommunications at 687-3881 for further information.

**CALL REDIRECT:**
Redirects a ringing call directly into your voicemail box.
- Press the **REDICT** button – the incoming call will stop ringing and go directly into voicemail

**HISTORY:**
Allows you to review your call history (Incoming logs the last 10 calls, Outgoing logs the last 10 calls)
- Press the **MENU** key
- Select History by pressing 1
- Scroll to the history your wish to access by using your “CURSOR” key. OR press the corresponding number.

**DIRECTORY:**

**TO REGISTER NAME & NUMBER**
- Press the **MENU** key.
- Select **DIRECTORY**
- Press 1 to select **REGIST**
- Select Name or Telephone number by using the **ALPHA** or **NUM** soft keys to toggle between the two
- Enter a name or telephone number to be registered using the dial pad.
- After entering the name or number, press the **Hold** key. A list of **GROUP** numbers will appear on display.
- Select a Group number by pressing corresponding digit
- Enter the number you wish to register.
- Enter the memory ID (0-299).

**PLACE A CALL FROM DIRECTORY**
- Press the **MENU** key.
- Select **DIRECTORY**
- Select **SEARCH**
- Select your search option (NAME, GRP, NUM, MEM) and enter required data
- Enter search data
- When desired number appears on display, lift handset, press speaker or press **DIAL** soft key to place call