

## **PHONE FUNCTION KEYS**

- EXTENSION** This is always the bottom function key on your phone. When you receive a call, an arrow will flash to the left of your extension key. When you lift your handset, the arrow is solid.
- Your extension key is also your **redial** button. To redial the last number called, lift the handset, then press the extension key.
- TRANSFER** This key allows you to transfer a call to another extension on campus.  
press TRANSFER  
dial the 4 digit extension (*can talk to this party privately before transferring call*)  
press TRANSFER
- To retrieve the transfer (stop the transfer)  
press the (flashing) extension key prior to pressing TRANSFER the 2nd time.
- CONFERENCE** This key allows you and up to 5 other people on the same call.  
call person #1  
press CONFERENCE  
call person #2  
press CONFERENCE  
continue until all are conferenced.  
*If a called number is busy, or person cannot be reached, press the extension key to return to group.*
- FORWARD** This key allows you to forward your calls directly to voice mail (x6666) or another phone on campus.  
press FORWARD (arrow will flash)  
dial extension to which calls are to be forwarded  
press FORWARD (arrow is solid)
- To remove the forward status:  
press FORWARD (arrow will disappear).
- SPEED CALL** This key allows you to store 10 numbers, up to 16 digits each, on one key.  
To store a number:  
press SPEED CALL (with no dial tone)  
press keypad number (0-9)  
input number to store (include 9 if off campus)  
press SPEED CALL.
- To use Speed Call:  
lift handset  
press SPEED CALL  
press keypad number of stored number.
- AUTODIAL** This key is used to dial a stored number. The Autodial key stores only one number per key.  
To store the number:  
press AUTODIAL  
input number to store (include 9 if off campus)  
press AUTODIAL
- To use Autodial:  
Lift handset  
Press AUTODIAL
- MESSAGE** The arrow associated with this button will flash when you have voice mail messages. Pressing MESSAGE will automatically connect you to the voice mail system (x6666).
- HOLD** This key is used to place calls on hold. The arrow corresponding to the extension key will flash when a call is on hold. To retrieve a call on hold, press the extension key.
- RLS** This key will disconnect a call (same as hanging up).
- <<< >>> This key controls 3 volume settings:  
ring – must be ringing to change  
handset – must be speaking/listening to change  
speaker (if applicable) – must be listening thru to change