Single-Line Users Guide

To place an Outgoing Call
- Lift the handset, receive dial tone
- Dial 9
- Dial the desired Outside number

Extension to Extension Calling
- Lift handset, receive dial tone
- Dial the desired extension

Call Hold
- Ask the party to hold, hit the flash button or flash the hook switch
- WAIT for the special dial tone (fast busy)
- To retrieve the call, press the flash button or hang up and wait for the phone to ring back, original call is reconnected

Consultation Hold
- Ask the party to hold, hit the flash button or flash hook switch
- WAIT for the special (fast busy)
- Dial the desired extension, speak with the person
- When the conversation is concluded, call extension hangs up, original call is automatically reconnected

Transferring calls
- Ask the party to hold, hit the flash button or flash hook switch
- WAIT for the special dial tone (fast busy)
    - Dial the desired extension (hang up at this point to transfer without announcing)
    - Called party answers
    - Announce that you have a call you'd like to transfer
    - If transfer is accepted, hang up (call connects)
    - If transfer is rejected, called party hangs up (call will reconnect to your line).

Call pick-up
- Lift handset, receive dial tone
- Dial "*2", thee incoming call will connect with your line

Call Forwarding (All Calls)
To SET:
- Lift handset, receive dial tone
- Dial "*3", WAIT for special dial tone (fast busy)
- Dial extension to which phone should be forwarded
- Receive service set tone (high-pitched tone)

To CANCEL:
- Lift handset, receive dial tone
- Dial "*3", receive service set tone (high-pitched tone)

Three-way Conference Calling
- Ask the original party to hold, hit the flash button or flash the hook switch
- WAIT for special dial tone (fast busy)
- Dial the desired extension (or "9" and the desired outside number)
- When party answers, announce conference
- Hit the flash button or the flash hook switch and all three parties should be connected