

MN High School/Administration Telephone Quick Reference Guide

Note: Any function labeled Soft Key will be shown on the display panel. These functions are not buttons labeled on the phone.

8/16 Button Phones

Placing an Outside Call

- Lift handset
- Dial 9 plus the number
- When you hear the stutter dial tone, dial your PIN code to complete the call.

Placing an Internal Call

- Lift handset
- Dial 4 digit extension

Speaker

Press SPEAKER to make calls hands free.

Using Hold

- Press Hold. The held line will flash green
- To retrieve, press the flashing line key

Note: Retrieve from any phone with this line appearance

Transferring a Call

- Ask caller to hold & press TRANSFER
- Hear interrupted dial tone
- Dial extension.
- Announce call
- Hang up

If extension is busy or does not answer, press TRANSFER to return

3-Way Conference

- Establish first call
- Press TRANSFER
- Listen for interrupted dial tone
- Dial second party
- When called party answers, announce the conference and press CONF.

Last Number Redial

- Press REDIAL, the last number dialed appears on the display. To dial this number, press *.
- Continue pressing REDIAL to scroll through the last 5 numbers dialed. To dial any of these numbers press the * key when the number appears on the display.

Recall

This is the equivalent of hanging up the phone and picking it back up again.

- Depress RECALL
- Another call may be made.

Call Back (Soft Key)

- Press CB when you get a busy signal on an internal call

Call Forwarding(Soft Key)

- All Calls: Lift handset. Press FDA plus the ext. to which you want to forward your calls. To cancel, lift handset & press FDA
- Busy Calls: Lift handset. Press FDB plus the ext. you wish to forward calls to. To cancel, lift handset and press FDB.
- No answer calls: Lift handset. Press FDN plus the extension you wish to forward calls to. To cancel lift handset and press FDN

***Note: Using the FDB & FDN commands is not advisable, since you would reconfigure the original setup of your phone, i.e. your calls will no longer go to voicemail when not answered.

Voice (Soft Key)

Voice will allow you to open the speaker of the extension you are calling. Similar to an Intercom.

- Lift handset & dial extension.
- Press VOICE and speak after the alert tone.

Call Pick Up (Soft Key)

Call Pickup allows you to answer a phone ringing in your call pick up group.

Using Call Park

Call park is putting a call in a parking spot and being able to retrieve that call from any phone in the building.

- Ask caller to hold.
- Press Transfer & dial *99
- To retrieve from same phone, lift handset and dial *99
- To retrieve from another phone, lift handset and dial #99 plus the extension where call was parked.

Voice Mail

- Lift the Handset.
- Press V-Mail to access your mailbox or leave a message for a coworker.

Transferring to Voice Mail

When you wish to transfer an outside caller to a co-worker's mailbox instead of ringing their phone:

- Press Transfer.
- Press V-MAIL button.
- When voicemail answers, dial extension then push *
- Hang up.

For help with phone systems or voice mail call 4220