



Telephone System User Guide

External Dialing:

- Dial the phone number you wish to call
- Pick up the handset or press the speaker phone button.

Internal Dialing:

- Dial the Extension
- Pick up the handset or press the speaker phone button

HOLD - Places the caller on hold.

- Press the **Hold** button
- Light blinks beside button where the call is held

Retrieve caller from Hold:

- Press button next to blinking light

Transfer: Sends the caller to another telephone.

- Press the soft key under the word **Transfer** in the display window or the **Transfer** button if your phone has one. The button with the two telephones on it, is the transfer button.
- Dial the party's extension and then press the transfer button again and hang up. This is known as a "blind transfer"
- A second option is called the "**Attended Transfer**".
- Again, press the soft key under the word **Transfer** or press the icon with two telephones on it. This puts the caller on hold. Dial the extension and ask the party if they want to take the call, if they do, press the transfer button with the two telephones on it or the soft key under the word transfer on the screen, then hang up.
- If the party does not want to take the call, press the soft key under the word "split" on the screen, then press the softkey under the words: "end call", then the soft key under the word "resume" on the screen. You will then have the caller back so you can take a message.

Intercom: support for individual and group paging through your phone handsets or integration through your overhead paging system. Individual, dial *80 then extension. Others must be configured.

Conference – Allows up to 3 people to be on the same call. More, depending on your model of telephone.

- Make or receive the first call
- Press the **Conference** button
- Make or receive the second call
- Press the **Conference** button a second time and all parties will be connected

- **Call Park** – Allows you to place a call on hold in the system without it taking a line on your phone.
To park a call:
 - Press transfer
 - Dial 70
 - The system will announce the "parking slot" number 71-78

To retrieve a parked call:

Go to any telephone in the phone system and enter the "parking slot" number that was given to you by the phone system.

Note: Abandoned calls will ring back to the receptionist after the parking time limit has been reached

Call Forward

Select the soft key on the telephone titled, Forward all, and enter the number or extension you wish to forward calls to, then select ok. When you want to cancel the forward, the soft key will say cancel, just select and press that button. This procedure is for most telephones we offer unless a different configuration is requested. If you have problems forwarding or cancelling a call, please call MetroConnect.