

Enterprise-CS Telephone Quick Reference Guide

Basic Features

Making an Outgoing Call

- Lift the receiver
- Press a Call Key. You will hear a dial tone.
- Dial telephone number.

Receiving an Incoming Call

When your phone rings and lamp flashes

- Lift the receiver to connect the call

Making an Intercom Call

- Lift the receiver and wait for dial tone
 - Dial an extension number
- or*
- Press the DSS key of the desired extension

Receiving a Call From Another Extension

When you hear the intercom call signal - either the caller's voice or intercom ringing tone

- Pick up the receiver, and the call is connected
- or*
- Speak into the microphone without lifting the receiver

Putting a Call On Hold

When speaking on an outside line

- Press the **[HOLD/DND]** button

The active outside line button lamp flashes green on your phone.

If the call is not picked up, the call will ring again at your phone.

Picking Up a Call On Hold

- Press the key with the green flashing lamp to pick up the call being held on that line

Transferring a Call to Another Extension

When speaking on an outside line

- Press the **[TRAN]** button. You will hear a dial tone
- Dial an extension number

or

- Press an extension button (if assigned)
- Announce the call when the extension answers
- Hang up to complete the transfer.

Parking a call on Another Extension

When speaking on an outside line

- Press the [**TRAN**] button.
- Press the [**PARK**] button.
- Dial an extension number
- Hang up to complete the transfer to park.

Picking up a parked call on Another Extension

Lift the handset or press [**SPKR**]

- Press the [**PARK**] button.
- Dial the extension number of the station that the call is parked on
 - You now have retrieved the parked call

Picking up a ringing call on Another Extension

Lift the handset or press [**SPKR**]

- Press the [**Pick Up**] button.
- Dial the extension number of the station that the call is ringing on
 - You now have retrieved the call

To Transfer a Call to a Voice Mailbox

When speaking on an outside line

- Press the [**TRAN TO VMAIL**] button.
 - Dial a mailbox number
- Hang up to complete the transfer to mailbox

To Leave a Message in a Voice Mailbox

Lift the handset or press [**SPKR**]

- Press the “*” button.
- Dial a mailbox number
- Record your message

To Initially Set Up Your Mailbox

Lift the handset or press [**SPKR**]

- Press the [**MBOX**] button.
- Go through the mailbox tutorial to set up your mailbox

To Check Messages From Outside of the Office

- Call your main office number
- When the voice mail answers
 - Press “#” to log in to your mailbox
- Enter your mailbox number and password when prompted