

# Trinity Valley Community College

## Digital Phone Reference Guide

### Extension Dialing

Lift handset or push handsfree button

Dial the 3 digit extension number

### Outside Calling

#### **Local and 800 Numbers**

1. Lift handset or push handsfree button
2. Dial 9 and the telephone number

#### **Long Distance**

Lift handset or push handsfree button

Dial 8 and the telephone number (include 1 + area code)

### Call Transfer

With active call

Press Transfer (caller automatically goes on hold)

Dial the phone number (following the rules for dialing above)

Announce the caller

Press Transfer to complete

Note: Pres RLS if misdialled or reach wrong extension...retrieve caller by pressing held line.

### Conference Calls

With active call

Press Conference

Make second call (following the rules for dialing above)

Press Conference to complete

Repeat for a total of 6 participants (yourself and 5 additional)

### Call Hold

With active call

Press Hold

The line will flash indicating the caller is on hold

To return to caller press the flashing line

### **Call forward**

Without lifting handset

Press Forward key

Dial the telephone number (following dialing rules above)

Press Forward key to store and complete

The Forward key will be lit

To Cancel

Press Forward key (the forward key will not be lit)

### **Last Number Redial**

Press extension button twice

### **Speed Call**

#### **(To program)**

Leave handset down

Press Speed Call button

Enter 1 digit access code (0-9)

Enter telephone (following the dialing rules above)

Press Speed Call button to store

#### **To Use**

Lift handset

Press speed call button

Press the 1 digit access code

## **Auto Dial**

### **(To program)**

Leave handset down

Press Auto Dial button (Blank Key)

Enter the telephone (following the dialing rules above)

Press Auto Dial button to store

### **To Use**

Lift Handset

Press the Auto Dial Button

## **RLS – Release**

Disconnects active call

## **Park**

Press Park (notice display will assign a 4 digit number)

Press Park a second time (call will disappear from phone)

(To Retrieve)

Select Line

Dial assigned 4 digit park number (caller will be on the line)

## **Call Pick-Up**

Press Pickup button (caller will be on line)