

IDS TELEPHONE HELPFUL HINTS

To Receive a call :

- Upon hearing the phone ring , lift handset or press speaker

To call another extension:

- Lift handset
- Dial extension number

To place a call on hold :

- While on the call press the red **HOLD** key.

To retrieve a call from hold :

- Press the flashing line key

To transfer a call to another extension:

- While on the call , press **TR/CON**
- Dial the desired extension number
- You may announce the call and hang up or simply Hang up.
- Note: if the person doesn't want the call, press the flashing line key to retrieve it.

To transfer a call to an individual Voice mailbox:

- While on the call , press **TR/CON**
- Dial 77 plus the extension number

To put a call in orbit:

- While on the call , press **TR/CON**
- Dial the desired orbit zone (50-59)

To retrieve a call in orbit:

- Go to any system phone and lift the handset
- Dial the orbit zone in which the call was placed.

To make a conference call:

- While on the call , press **TR/CON**
- Place the second call (internal or external)
- Press **TR/CON** , all parties will be connected

To program a station speed dial bin number:

- Do not lift the handset
- Press the **PGM** key
- Dial the 2 digit bin number (01-30)
- Dial the phone number
- Press **PGM**

To use station speed dial bin numbers:

- Lift the handset
- Press a line key
- Press **PGM** and the 2 – digit bin number

To Access your voice mail:

- Lift the handset
- Press **VMS**
- Enter your password and follow the voice prompts.

To access last number redial:

- Lift the handset
- Press a line key
- Press #

To change the ringing of a phone:

- Dial 70
- Dial a digit from 1 to 9
- When you hear the desired ring, press #

Do not disturb:

- Press **DND** once to block page announcements
- Press **DND** to block all calls.
- Press three times to turn **DND** off.

To activate mute:

- Press mute (indicator is lit and microphone is Disabled)
- Press mute again to resume conversation.