FIXED FEATURE KEYS

HOLD
The HOLD key is used to place calls on hold from any line number on your telephone set.

GOODBYE
Disconnects you from a call. Helpful if using HANDSFREE or a headset. Also allows you to disconnect from the caller last added to a conference call.

HANDSFREE
Allows you to dial a call or to have a conversation without holding your handset. To speak privately, lift the handset.

MUTE
Press MUTE (while on the HANDSFREE speaker) to disable the microphone and prevent the other party from hearing you.

MSG / INBOX
Preprogrammed to dial the voice messaging system. A lamp on your phone set will notify you when you have a new message.

OPTIONS
Allows you to customize the Options of your telephone including, volume, display contrast, ring type, etc. Press the OPTIONS key and follow the prompts on the display to customize your telephone settings.

telecom@wpi.edu
**PLACING CALLS**

**Within the system:** Dial 4-digit extension

**Outside the system:** Dial 9 +

**HOLD**

To place a caller on hold:
- Press HOLD or
- Press another line key

To retrieve the call:
- Press flashing line key

**TRANSFER = TRANS**

To transfer a call to another extension:
- Press TRANS
- Dial 4-digit extension
- Announce call (optional)
- Press TRANS

If extension is busy or does not answer:
- Press GOODBYE
- Press flashing line key

**CONFERENCE = CONF**

To establish a conference call (up to 6 parties):
- Answer or place a call
- Press CONF
- Dial another party
  (announce conference)
- Press CONF

To add additional parties (up to 6 parties)
- Press CONF
- Dial another party
  (announce conference)
- Press CONF

If added party is busy or does not answer:
- Press GOODBYE
- Press flashing line key

**CALL FORWARD**

To temporarily redirect your incoming calls to another extension:
To program destination and activate feature:
- DO NOT LIFT HANDSET!
- Press FORWARD
- Dial number to receive calls
  (for voice mail dial 5900)
- Press FORWARD
- Calls are forwarded

To deactivate:
- Press FORWARD
- Press CANCEL

To reactivate if the programmed forwarding destination has not changed:
- Press FORWARD
- Press FORWARD

**AUTODIAL (If Applicable)**

To Program:
- DO NOT LIFT HANDSET!
- Press AUTODIAL
- Dial number to be stored
- Press AUTODIAL

To use:
- Lift handset
- Press AUTODIAL
- Programmed number is dialed

To erase:
- Press AUTODIAL
- Press #
- Press AUTODIAL

Then change key label

To Change Label Key:
- Press SERVICES
  Scroll to – Telephone Options
  Scroll to - Change feature key label
- Press SELECT
- Follow screen prompts

**CALL PARK**

To place an existing call in a special holding status to then retrieve it from another station:

To Park a call using a designated key:
- Press PARK
  Note the Bin number provided in the display
- Press PARK
  Hang up

To retrieve the parked call from another station:
- Lift handset
- Dial the bin number provided when the call was parked
- You are connected to call

**LAST NUMBER REDIAL**

Lift handset and press line key or press the line key twice
- Number is redialed