

## 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.

### MESSAGE

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.



# WPI

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## Nortel 3900 Series Telephone Quick Reference

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## 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 **CONNECT**

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 **CONNECT**

To add additional parties (up to 6 parties)

Press **CONF**  
Dial another party  
(announce conference)  
Press **CONNECT**

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 **DONE**  
Calls are forwarded

To deactivate:

Press **CHECK FW**  
Press **CANCL FW**

To reactivate if the programmed forwarding destination has not changed:

Press **FORWARD**  
Press **DONE**

## 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 **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