Farmington School District IP Phone Features

**Make a Call:**

**Office:** Dial **0**

**Internal:** Dial **4 digit extension**

**External:** Dial **8 and then the full phone number**

**Put a Call on Hold:**

Press **red hold key** to put on hold

**Transfer a Call:**

1. Press **Trans/Conf** key
2. Enter the phone number to transfer to
3. Announce the caller who is on hold (*optional*)
4. Hang-up and the call will go through or if the call cannot be taken, press the **red hold** key again and you will return to original caller

**Transfer a Call Directly to Voice Mail:**

1. Press **Trans/Conf** key 
2. Press **1111**
3. Wait for answer
4. Press mailbox (extension) number you are transferring to
5. Press **\*** (immediately)

**Create a Conference Call**

1. Call the first phone number
2. After the call is answered, press **Trans/Conf** key 
3. Enter the phone number of the next person to include
4. Talk to them privately until you press the **Trans/Conf** key again
5. Repeat steps until all parties are contacted (up to 8 parties)

\*Note: if you get a busy or no answer, press **Cancel** key to return to original caller

**To Program Speed Dial:**

Press **SuperKey**

Press **No** until display reads Personal Keys?

Press **Yes**

Press **Personal key** to be programmed

## Display reads “Unused Key”

Press **Change**

Speed Call?

**Yes**

**Enter number,** if external number include **8**

Press **Save**

Press **SuperKey** to exit

**Note:** Remember that your **Voice Mail** key is just a speed dial to 1999. If the key does not work, program using the instructions above and enter 1999 as speed dial number.

**Adjust Ringer Volume:**

While the phone is ringing, press the **up or down arrow** key

# Adjust Voice Volume

While you are speaking to another person, press the **up or down arrow** key