



PEN ARGYL HIGH SCHOOL

CLASSROOMS AND COMMON AREAS

ANSWERING A CALL

1. If your phone is ringing, simply pick up the handset.
2. When the call is finished, simply hang up the handset.

MAKING AN OUTSIDE CALL

1. Press OUTGOING or dial 8, then dial the desired number.

TO PLACE A CALL ON HOLD

1. While on the call, press the red hold button. The CALL BUTTON that the call came in on will flash.

TO RETRIEVE A CALL ON HOLD

1. Press the blinking CALL BUTTON that the call is holding on.

TRANSFERRING A CALL

1. While connected to a call, press the TRANSFER button, and then dial the desired EXTENSION NUMBER (or press the extension button, if assigned).
2. Stay on the line to announce the call or hang up to complete the transfer.
3. If this call is not answered, it forwards to voice mail.
4. To pull the call back, press the blinking CALL BUTTON.

TRANSFERRING A CALL TO VOICE MAIL

1. While connected to the call, press the VOICEMAIL button, then dial the desired EXTENSION OR MAILBOX NUMBER (or press the extension button, if assigned).
2. Hang up to complete the transfer.

PLACING A CONFERENCE CALL

1. Make your first call, (either an internal extension or outgoing number) and then press the CONFERENCE button (this places the first call on a conference hold).
2. Make your next call, and then press the CONFERENCE button again (now you have the second party on conference hold). You may add another party.
3. Then press the CONFERENCE button again to join all parties together.
(Press CONFERENCE once to bring new party in. Press CONFERENCE twice to bring everyone together)

PICK-UP RINGING CALL ON ANOTHER EXTENSION

1. Press 4, then dial the extension number of the ringing phone to pick-up the ringing call.

PROGRAMMING EMPTY BUTTONS

1. Dial 397
2. Press the button you want to program
3. Enter extension number.

8528 Telephone Quick Reference Guide

This guide provides information for frequently used features. For more information about these and other features, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system.



No.	Name	Description										
1	Handset	The handset is hearing aid compatible (HAC). If you are using a headset or if you are in Handsfree Mode, you do not need to use the handset.										
2	Display	Provides a two-line, 16-character viewing area for using features and identifying callers. When idle, the display shows user information and the time and date.										
3	Ring/Message Indicator	Flashes or stays lit to indicate call, message, and feature activity. <table border="1" data-bbox="483 1213 1292 1419"> <thead> <tr> <th>Indicator Signals</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Rapidly flashing</td> <td>You have an incoming call.</td> </tr> <tr> <td>Slowly flashing</td> <td>You have a waiting message or callback message.</td> </tr> <tr> <td>On</td> <td>You are on a call or using a feature.</td> </tr> <tr> <td>Off</td> <td>Your IP phone is idle.</td> </tr> </tbody> </table>	Indicator Signals	Description	Rapidly flashing	You have an incoming call.	Slowly flashing	You have a waiting message or callback message.	On	You are on a call or using a feature.	Off	Your IP phone is idle.
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On	You are on a call or using a feature.											
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4	Feature Buttons	Provide quick access to commonly used features. See “Feature Buttons” on page 2 for descriptions.										
5	Dialpad Buttons	Use the dialpad buttons to dial phone numbers, enter feature codes, and to enter characters when using features that require text input.										
6	Programmable Buttons	Provide 16 programmable buttons. The top seven buttons on the telephone are programmed by the system administrator and cannot be reprogrammed. However, you can program the remaining buttons for quick access to features or speed-dial entries.										
7	External Speaker	Provides audio for handsfree calls and background music.										

Feature Buttons

Feature buttons provide quick access to commonly used features. See the following table for descriptions.

Button	Action
 (Up)	Provides volume control.
 (Down)	Scrolls through feature options.
 (Speaker)	Activates Handsfree Mode. Activates features.
 (Mute)	Mutes the microphone during a call.
 (Directory)	Activates the contact and feature Directory.
 (Special)	Activates features while on a call. The  (Special) button does not cancel features. To cancel features, press the Star button (*).
 (Redial)	Calls the last external number dialed. You cannot redial internal numbers.
 (Hold)	Places the current call on hold. Left/Backspace when entering dialpad characters.
 (Transfer)	Transfers the current call. Right/Forward when entering dialpad characters.
 (Message)	Connects to voice mailbox and notifies when you have messages. Toggles between Alpha Mode and Numeric Mode when entering dialpad characters.

Commonly Used Feature Codes

Most of the following feature codes work when your telephone is idle. However, if you are on an active call or if the telephone is off-hook, you may need to press  (Special) to activate the feature before you enter the feature code.

If you make a mistake when entering numbers or characters, you can press  (Hold) to move the cursor to the left and delete the characters entered, or you can press * to cancel the feature.

Contact your system administrator for more information about system features.

Feature	Code
ACD Agent – Log In/Out	328
Automatic IC Call Access – On/Off	361
Automatic Trunk Call Access – On/Off	360
Background Music – On/Off	313
Call Forward – All Calls	355
Call Logging	333
Conference	5
Default Station	394
Directory	307
Display Time And Date	300
Do-Not-Disturb – On/Off	372
Dynamic Extension Express – On/Off	364
Dynamic Extension Express Handoff	388
Handsfree – On/Off	319
Headset – On/Off	317
Hold – Individual	336
Hold – System	335
Hot Desk On/Off	348
Hunt Group – Remove/Replace	324
Message – Cancel Left Message	366
Message – Delete Message	368
Message – Leave Message	367
Message – View Messages Menu	365
Microphone Mute – On/Off	314
Page Receive – On/Off	325
Program Buttons	397
Program Station Passcode	392
Programmable Buttons – Default	395
Queue (Callback) Request	6
Record-A-Call	385
Reverse Transfer (Call Pick-Up)	4
Ring Tone Selection	398
Station Speed Dial	382
Station Speed Dial – Programming	383
Switch Keymap	399
System Forward – On/Off	354
System Speed Dial	381
View Button Assignments	396