## USING BASIC FUNCTIONS

### PLACING AND ANSWERING CALLS

**Note:** At OPX telephones, when you see “Hookflash” press the hookswitch for 1/2 second and release.

#### PLACING OUTSIDE CALLS
- **Placing outside call:** Lift handset + Dial line code + Dial number

#### PLACING INTERCOM CALLS
- **Placing Intercom call:** Lift handset + Dial extension. If you hear ring-busy or busy, you can:
  - Dial 1 to get through (ring busy only)
  - Dial 2 to wait off-hook, then hang up for callback
  - Dial 6 to leave Message Waiting indication

#### ANSWERING ANY CALL
- **Answering any call:** Lift handset. If call is announced over the speaker (ESL), you can just speak towards the phone.
- **Answering ringing over page speaker:** Lift handset + Dial * 0
- **Answering a co-worker’s call:** Lift handset + Dial * + Dial ringing extension

### HOLD AND TRANSFER (for outside calls only)

- **Placing call on Hold:** HOLD (Hookflash at OPX) + Hang up
- **Transferring a call:** TRF (Hookflash at OPX) + Dial extension + Hang up
- **Retrieving held or transferred call:** Lift handset + HLD (Dial * 7 at OPX)

### RESPONDING TO SIGNAL TONES

- **Two tones during a call:** A call is waiting to be answered. To answer: HLD (Hookflash at OPX) + Dial * C
- **Fast busy/warble tone:** You made a mistake using your phone. Hang up and try again.

### CONFERENCE

- **Setting up a multiple party call:** Establish call + HLD (Hookflash at OPX) + Establish call + HLD (Hookflash at OPX) + Dial * #

### CALL FORWARDING

- **Forwarding to an extension:** Lift handset + Dial # + Dial ext. to receive calls + Dial code + Hang up. Codes are: 1=Unanswered calls, 2=When busy or for unanswered calls, 3=All calls. At ESL, the Message Waiting LED flashes.
- **Canceling:** Lift handset + Dial # + Hang up
### HAVING YOUR MESSAGE GO THROUGH

#### MESSAGE WAITING

| Leaving a message indication: | After calling a busy or no-answer extension: Dial M + hang up |
| Answer a Message Waiting indication: | (Message Waiting LED flashes.) Lift handset + Dial * M. |

#### CALLBACK

| Having the system call you when a busy extension is free: | After you call a busy extension: Dial C + Hang up |
| Answering Callback (long) rings: | Lift handset. This automatically connects you to the previously busy extension. |

#### PAGING

| Making a Page: | Lift handset + Dial Page code (1* for All Call or 2*-8* for zones 1-7) + Make announcement + Hang up |

#### PARK

| Parking (holding) a call so it can be picked up from any phone: | TRF (Hookflash at OPX) + Dial Park code (60-69 at ESL, *560-*569 at OPX, or * + ext.) + Page person (dial Page code 1-8, then *) and announce Park code + Hang up |
| Answering a Park: | Lift handset + Dial announced Park code |

### PLACING YOUR CALLS QUICKLY

#### SPEED DIAL

| Storing a number at your phone: | Lift handset + Dial storage code (20-29, 50-59) + Dial line code + Dial number (16 digits, including pauses [entered by pressing HLD]) + Hang up |
| Note: | You can record the numbers in the Speed Dial directory. Also, in 56x120 and 72x180 systems, you can’t use bins 50-59. |
| Calling a stored number: | Lift handset + Dial storage code (20-29, 50-59) for number. You may not be able to dial 50-59 in some systems. |

#### REDIAL

| Redialing your last call: | Lift handset + Dial * * |
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