Single Line Set
Training Manual
Conversion
State of Arkansas Centre
Analog Sets

Call Transfer

1. Advise calling party that you are going to transfer the call.

2. Press the Link/Flash key. Dial Tone is heard.

3. Dial the 7 digit number you wish to transfer the call to.

4. After one full ring, or when the party answers, press the Link/Flash key (or switchhook) once AGAIN and hang up.

Or

(For POTS - do not press the Line/Flash key)

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2. Press the Link/Flash key. Dial Tone is heard.

3. Dial the 7 digit number you wish to transfer the call to.

4. After one full ring, or when the party answers, press the Link/Flash key (or switchhook) once AGAIN and hang up.
3-WAY Conference
Analog Sets

1. Place the original caller on hold by pressing the Link/Flash key (if you do not have a Link/Flash key press the switch-hook). Special dial tone is heard.

2. Dial the 3rd party’s telephone number.

3. After 3rd party answers press the Link/Flash key (if you do not have a Link/Flash key press the switch-hook) to join all parties.
Call Pick-Up
Analog Sets

1. Lift handset.

2. Dial tone is heard.

3. Press *99, this will draw the ringing phone to your set.

Call pick-up allows you to draw a ringing phone to your phone if both numbers are in a predefined group.
2. Dial * 73, Confirmation Tone is heard, Hang-up.

To Cancel:
Lift handset, Dial Tone is heard.

3. Press * 72, Special Dial Tone is heard.

Dial the number to which calls are to be rerouted. Confirmation Tone is heard, Hang-up.

To Activate:
Lift handset, Dial Tone is heard.

number you routed your calls to.

direction point. NOTE: When you activate the call forwarding option, your set will not ring it will go immediately to the
direction point. Call forwarding is used when you want to send your calls to a number other than is regular

on a busy or no answer. Call forwarding is not a direction point, if your phone has a direction point set up (like voice mail) it will always go there

Analog Sets

Call Forward
If you are talking to the 2nd incoming call and they hang-up, to get back to your first party press the link key.

**NOTE:**

3. To toggle back and forth between the calls press the Flash/Link Key (or switch-hook if you do not have a Flash/Link Key).

2. Press the Link/Flash Key (if you are not using a set without a Link/Flash Key press your switch-hook just like at home) you will be connected to the 2nd incoming call.

1. In conversation you hear a beep - tone.

It is to answer your call - clicking follow the steps below.

When you are in conversation on your set, you will hear a beep. This indicates that you have another incoming call. At this point you may either choose

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**Equipped with Call Waiting**

Analog Sets
1. Lift handset to receive dial tone.

2. Enter #6 and your auth code, followed by the # Key. You will hear a confirmation tone.

3. Dial 1 + Area Code and the 7 digit number of the party you are trying to reach.

AUTHORIZATION CODES

LONG DISTANCE
1. Lift handset, Dial tone is heard.

2. Press ##.

3. The last number is redialed.

Last Number Redial