HAWTHORNE
SINGLE LINE TELEPHONE
QUICK REFERENCE GUIDE
6221

PLACING A CALL

Internal – Hear Dial tone
Dial 4 digit extension number

External – Hear Dial tone
Dial 9 and number within your own area code.
Long Distance – 9 and 1, area code and number for all calls outside your area code.

HOLD

Press **HOLD**
Red light goes on to indicate call is on hold
_____
Retrieve call:
Press hold button

CALL PICKUP

Hear dial tone,
Press ***19**

To pick up a call while on another conversation
Press **Flash**, Hear dial tone
Press ***19**
_____
To Disconnect and return to 1st caller
Hit switchhook, phone rings, release switchhook
Reconnected with 1st caller

TRANSFER

Press **Flash** button
Hear recall dial tone
Dial Extension number
Announce call or wait for first ring
Hang up
_____
If no answer or busy,
Press **Flash** button **twice**
Reconnected to held call

CONFERENCE CALL

Joins you and two (2) other parties
Dial first party, announces Conference
Press **Flash** button
Hear recall dial tone
Dial second party, when party answers
Press **Flash** button
All are joined.
_____
If number is busy or does not answer:
Press **Flash** button **twice**
Rejoins to original party

LAST NUMBER

Allows user to automatically redial last number dialed.

Hear dial tone
Press Redial
Previous Number is dialed.

CALL FORWARD FOLLOW ME

Redirects calls to another extension
Hear dial tone, Dial ***06**
Hear dial tone, Dial extension number
Hear confirmation tone, hang up
_____
To Cancel:
Hear dial tone, Dial ***20**
Hear confirmation tone, hang up

CALL FORWARD BUSY DON'T ANSWER

Redirects calls to another extension on a busy or a no answer.

Hear dial tone, Dial ***05**
Hear dial tone, Dial extension number
Hear confirmation tone, hang up
_____
To Cancel:
Hear dial tone, Dial ***20**
Hear confirmation tone, hang up

AUTOMATIC CALLBACK

Calls you back when line is busy or no answer

Press **Flash,** Hear recall dial tone
Press ***07**, Hear confirmation tone
Hang up
When both parties are on hook, you will be called
_____
To Cancel:
Hear dial tone, Dial ***17**
Hear confirmation tone, hang up

PROGRAMABLE DIALING

One touch dialing for frequently called numbers.
With handset in place,
Press **PROGRAM** button (you will hear a continuous tone.)
Press button on which you want to store number
Tone interrupted twice
Dial number you want to program (up to **24** elements)
Press **PROGRAM** button when finished
(use **PAUSE** button between dial access numbers)

SPEED CALLING PERSONAL LIST

Allows faster dialing of extension or outside numbers
To Program Personal List:
Hear dial tone, Press ***83**
Hear dial tone, Press **1**, (for list number 1)
Press Speed Code
Lists of 10 use 1 thru 9 and 0 (0=10)
Lists of 10 or more require 2 digits (1 thru 9 = 01 thru 09)
Dial number to be stored (up to 24 digits)
Press #, Hear confirmation tone

To Make a Call:
Hear dial tone, Press ***81 and Speed Code #**

SPEED CALLING GROUP LIST

To Program a Group List:
(A control station programs for a group of users including themselves. Obtain group list number from your agency representative.)

Hear dial tone, Press ***84**
Hear dial tone; enter a **4-digit group list number**
(ex. 20 becomes 0020.)
Press 2 digit Speed Code (ex. 01, 02 etc.)
Dial number to be stored (up to 24 digits)
Press #, Hear confirmation tone.
To Make a Call:
Hear dial tone, Press ***82 and Speed Code #**

OFT Telecommunications Help Desk at
1-888-784-4647