

# ENDICOTT / GLENDALE SINGLE-LINE TELEPHONE QUICK REFERENCE GUIDE

## 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 **Link key**  
Dial **\*80**, hear confirmation tone  
**DO NOT HANG UP**

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To retrieve call:  
Replace handset, phone will ring  
Answer call

## TRANSFER

To transfer a call to another extension:

Press **Link key**  
Dial extension number  
Announce call, hang up

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If extension is busy or does not answer:  
Press **Link key** twice  
You are reconnected to the call

## CONSULTATION HOLD

To make a second call while you are on a

Press **Link key**  
Dial the number

To disconnect and return to first party:  
Press **Link key** twice

## CALL PICKUP

To pick up another ringing telephone in your

Hear dial tone, Dial **\*70**

## CONFERENCE

To add a third party to an existing call:  
Press **Link key**  
Dial the number of the additional party  
When party answers, Press **Link key**  
All are connected

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If number is busy or does not answer:  
Press **Link key** twice  
You are reconnected to the call

Calls you back when line is busy.

While listening to busy signal  
Press **Link key**, Dial **\*78**  
Hang up

## RING AGAIN

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When both parties are idle or free  
Your phone will ring in short bursts  
Lift handset, wait for party to answer

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To cancel:  
Hear dial tone, dial **\*78**, hear confirmation tone  
Hang up.

## CALL FORWARD ALL CALLS

Redirects calls to another extension

Hear dial tone, dial **\*72**  
Dial extension number, hang up

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To cancel:

Hear dial tone, Dial **\*73**  
Hang up