

ENDICOTT / GLENDALE MULTILINE SET 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 **HOLD** button, hang up

Retrieve Call:
Press Flashing Indicator button

TRANSFER

Press **Conf 3 key**
Hear dial tone
Dial extension number
Announce call or wait for first ring
Press **Conf 3 key** again
Press **Rls** button or hang up

On a busy, don't answer or when party does not wish to

Transfer:
Press Rls and then your extension button
You are connected to original call

CONFERENCE

Join up to 3 Parties including yourself.
Dial first party, announce conference
Press **Conf 3 key**
Hear special dial tone
Dial third party, when party answers
Press **Conf 3 key**

To remove yourself from the call
Press **Rls**

CONSULTATION HOLD

To consult with a third party while on a call
Press **Conf 3 key**
Dial third party's number (when answered, consult
privately)

To return to first party
Press **Conf 3 key**

CALL PICKUP

To pick up another call in your group
Hear dial tone
Press **Call Pickup Button** or dial ***70**
You are connected to ringing call

CALL FORWARD ALL CALLS

Redirects calls to another extension

With handset **on hook**
Press **Call Fwd** or **Forward** button (indicator flashes)
Dial extension number (no sound is heard)
Press **Call Fwd** or **Forward** button (indicator is steady)

To Cancel:

With handset on hook
Press **Call Fwd** or **Forward** button (indicator goes out)

RING AGAIN

(Internal only)
Calls you back when line is busy.
While listening to busy signal
Press **Ring again** button (Indicator is steady)
Hang up

When both parties are idle or free
Hear Priority ring (indicator will flash)
Lift handset
Press **Ring again** button, it will dial the call again.

AUTODIAL

(Optional) Store numbers for one touch dialing.

To program:
With handset in place, Press **Autodial** button (indicator

Dial telephone number to be stored
Press **Autodial** button again, Number is stored

To Use:
Hear dial tone, Press **Autodial** button

MESSAGE WAITING

Alerts you when a new message has been left. When the indicator next to Msg Waiting button is

Lift handset
Press **Msg Wait** button, dialing voice mail number
Follow prompts to retrieve your messages

SPEAKERPHONE / MUTE

To place a call using the Speakerphone:

Press **Handsfree** (indicator is steady)
Dial desired number
When party answers, speak **towards set**

To end a call:
Press **Rls** or **Speaker**

To change from Handset to Handsfree speaker:
While on call, press **Handsfree**

To change from Handsfree speaker to Handset:
While on **Handsfree speaker**, lift Handset (the
Indicator next to **Handsfree** goes out and handset
is connected)

Mute
(When light flashes mute is engaged ☺)
Press mute to toggle on and off