Analog 2500 Series Telephones

“Quick” Reference Guide

Trouble Reporting
Call 4-3036
**ABBREVIATED DIALING**

Allows telephone user to dial fewer digits for frequently called numbers. Feature has to be programmed by telephone system administrator.

**To Program:**
1. Make a list of numbers to be stored.
2. Write an “item number” from 0-9 next to each.
3. Dial *0, *7, dial an item number, dial number to be stored (include 9 if off campus).
4. Press the # Key.
5. Repeat steps 3 & 4 for each number to be stored.

**To Use:**
1. Pick up handset.
2. Dial *7, then the item number.

**HOLD**

Allows user to place a caller on hold.

**To Activate:** Press **Hold** button (light flashes fast when the call is on hold).

**To Cancel:** Press the call appearance button to access the call.

**TRANSFER**

Allows user to redirect calls to the appropriate extension.

**To Use:**
1. With the first caller on the line, press the **Flash** button. The caller is automatically placed on hold.
2. Listen for dial tone. Dial the desired number.
3. Introduce caller and/or press **Flash** a second time. The initial caller is connected. Hang up.

**Note:** When a call has covered to you or you pick it up with #4, to transfer it to that person’s Voicemail, press switch hook, dial #8 and press switch hook again. Press the call appearance button to access the call.

**CONFERENCE**

Allows user to connect with two to five parties.

**To Use:**
1. Establish call with first party (received or called).
2. Press **Flash** button.
3. Dial number for second person.
4. Once the second person answers, press the **Flash** button again.

**LAST NUMBER REDIAL**

**To Use:** Dial #7

**SEND ALL CALLS (SAC)**

**To Activate:** Dial *3

**To Cancel:** Dial #3

**CALL FORWARD**

Allows user to redirect calls to an alternate number on or off campus.

**To Activate:**
1. Pick up handset and dial *2.
2. Listen for dial tones.
3. Dial desired telephone number.
4. Listen for confirmation tone (3 beeps).
5. Calls normally answered at that extension will ring at the alternate number.

**To Cancel:**
1. Get dial tone and dial #2.
2. Calls will ring at the original extension.

**CALL PICK-UP**

Allows user to answer a ringing phone from another extension. Extensions must be programmed into the same call pick-up group by the telephone system administrator.

**To Use:** When you hear a phone ringing, get dial tone and dial #4.

**TRANSFER**

Allows user to redirect calls to the appropriate extension.

**To Use:**
1. With the first caller on the line, press the **Flash** button. The caller is automatically placed on hold.
2. Listen for dial tone. Dial the desired number.
3. Introduce caller and/or press **Flash** a second time. The initial caller is connected. Hang up.

**Note:** When a call has covered to you or you pick it up with #4, to transfer it to that person’s Voicemail, press switch hook, dial #8 and press switch hook again. Press the call appearance button to access the call.

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Allows user to connect with two to five parties.

**To Use:**
1. Establish call with first party (received or called).
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3. Dial desired telephone number.
4. Listen for confirmation tone (3 beeps).
5. Calls normally answered at that extension will ring at the alternate number.

**To Cancel:**
1. Get dial tone and dial #2.
2. Calls will ring at the original extension.