

From all single line phones on campus, you should be able to do the following things:

*Forward your calls to another campus extension:*

Lift handset of phone you want to forward, press #, 1, then the extension

*To cancel call forward:*

Lift handset of phone forwarded, press #, 1, hang up.

*Transfer a call:*

Press switchhook once (as if you were going to hang up), dial extension, when other line picks up, let them know that you are transferring a call, and hang up.

You may have a “flash” button on your phone; it is usually a button with a little lightning bolt on it. If you have a flash button, press the flash button instead of the switchhook. Some older phones have a “link” button instead of a flash button.

*Conference call (may conference up to three callers, including yourself):*

With first caller on the line, press switchhook or link or flash button, dial extension, when that line picks up, press switchhook/link/flash button again. All parties should be there.