

	TOWN OF OLD SAYBROOK Information Technology	Phone Tips
	Using the "Lines" Soft Key	

Your phone screen likely has a number of different incoming lines/extensions and status indicators. However when you pick up the handset this *"list of lines"* gets hidden behind the status of the active call.

You can force the *"list of lines"* screen to come back to the front by using the **Lines soft key**.

Example 1: Initiating a call to an extension which is in the *"list of lines"* on your phone.

1. Pick up the phone handset, the *"Enter Number"* screen overlays the *"list of lines"*.
2. Hit the **Lines soft key** (generally the leftmost button) to bring the *"list of lines"* back to the front.
3. Hit the button next to the extension you wish to call. That extension is directly called.

Example 2: Using the **Lines soft key** while transferring a call (*"blind"* transfer example).

1. During a call hit the **Transfer soft key** or **Transfer button** to initiate the transfer.
2. At the *"Transfer to"* dialing screen hit the **Blind soft key** to indicate a blind transfer.
3. The *"Blind transfer to"* dialing screen now appears, the *"list of lines"* is hidden.
4. Hit the **Lines soft key** (generally the leftmost button) to bring the *"list of lines"* back to the front.
5. Hit the button next to the extension you wish to transfer to. That call is directly transferred.

If you have difficulty working through these instructions please reply to this email or call the IT Department (ext. 5000) for assistance.

