



LAKE COUNTY
FLORIDA

Single-line Phone User Guide

Telecommunications 343-9897 or telecommunications@lakecountyfl.gov
phones.lakecountyfl.gov

Outgoing Call

To place an outgoing call lift the handset and dial 8

Call Forward Busy/No Answer

Forwards UN-ANSWERED or a BUSY station to another station.

- To **Set**: Lift handset and receive dial tone
Key * 3 and receive tone
Dial desired station number
Receive set tone then replace handset
- To **Cancel**: Lift handset and receive dial tone
Key # 3 and receive tone

Call Forward All

Forwards ALL calls to another station

- To **Set**: Lift handset and receive dial tone
Key * 7 and receive tone
Dial desired station number
Receive set tone then replace handset
- To **Cancel**: Lift handset Dial and receive dial tone
Key # 7 and receive tone

Conference

Allows addition of third party to conversation

- Ask original party to hold
Depress **Flash** once
Dial desired number
Announce conference
Depress **Flash** button

Call Pickup

Allows you to answer calls in your pickup group

- Lift handset and receive dial tone
Key * 4 and receive the incoming call

Hold

Permits user to place a call on hold

- Ask party to hold.
Depress **Flash** or switch-hook
Receive tone
Key *1
Receive regular dial tone
Call is placed on hold

Transfer

Allows station to transfer calls to another station

- Depress **Flash** button, receive dial tone
Dial desired station number
Called party answers
Announce transfer and replace handset

Last Number Redial

Redials the last number dialed

- Lift handset
Receive dial tone
Key * #
Last number is automatically dialed