

How to use your phone

There is no need to press the “New Call” button to start a phone call. You can simply lift the receiver or begin typing the number you wish to call.

How do I call an outside number?

Press 8 first to dial and outside number then continue to enter the number with a 1 + area code if long distance.

How do I call an Extension?

If you already know the extension you wish to call simply enter the 4 digit extension. After you’ve finished typing there will be a brief pause before your phone automatically dials.

If you do not know the extension you wish to call you can search the directory by pressing the

Directory Search button.



This will open a search screen allowing you to type in the first name or last name of the person you are searching for. You do not need to enter the entire name. The search will show all staff members matching the letters you have entered.

How do I directly call a staff members voicemail?

If you wish to call a Lakeland extension and leave a voicemail without the phone ringing and possibly disturbing a class or meeting in sessions you simply

dial an * + the Extension number

This will send you directly to their voicemail where you can leave a message that they can listen to later.

How do I put a call on hold?

When you wish to put an active call on hold look for the

Hold key 

When you wish to return to the call you will press the Hold key again.


How do I transfer a call?

Blind Transfer:

When you are in an active call you will press the

Call Transfer key 

This will place the caller on hold automatically allowing you to now dial the extension you wish to transfer the call to. If you place a * in front of the extension number the caller will be sent directly to the voicemail of that extension. Once you've entered the extension you wish forward the call to simply press the

Call Transfer key  once again to complete the transfer.

Consultative Transfer:

When in a call you will press the Call Transfer key



Then dial the extension you wish to transfer the call to. Wait for the recipient to answer the call so that you can inform them about the incoming transfer. Then press the Call Transfer key one more time to complete the process and transfer the call.

If the caller is currently on Hold you must take the caller off hold before starting the process of transferring the call. If you do not the call transfer will not complete.

Long Distance?

There are no extra charges for long distance calls within the continental US however before calling outside the US, permission must be obtained from the District office.