



OFF-DUTY AND WRAP-UP MODE

If your telephone is within a departmental group of telephones, you can place your station in either an off-duty or a wrap-up mode.

Off-duty Mode

Off-duty mode is when you leave your phone for lunch or for an extended time period and want another department telephone to receive your calls.

To place your phone in an off-duty mode:

1. Press **OPTIONS**
2. Press **NEXT**
3. Press **DND**
4. Press **ON**
5. Press **SPEAKER** to end. Calls will ring at another departmental telephone.

To return to on-duty mode, repeat the above procedure but press **OFF** instead of **ON**.

***Note: When you are in the Do Not Disturb mode and a call comes in from another station, your ITCM light will flash and your LCD will display the station attempting the call. You may choose to pick up the call; when you hang up, your telephone returns to the Do Not Disturb mode until you turn it off.*

Wrap-up Mode

Wrap-up mode is when you need time after a call to complete related paperwork and want another department telephone to receive your calls. To use the wrap-up mode, you must program a Do Not Disturb feature button.

To place station in wrap-up mode:

1. Press **HOLD**
2. Press **DND** feature button (preprogrammed). Calls will ring at another departmental phone.

To return to on-duty mode, repeat the above procedure.