



## Place a Call

- Enter a number and pick up the handset
- Press **New Call** softkey and dial
- Press **Speaker** button and dial
- Press **Headset** button and dial

## Place a Call on a Shared Line

- Select the shared line
- Enter a number and pick up the handset or
- Press **New Call** softkey and dial or
- Press **Speaker** button and dial or
- Press **Headset** button and dial

## Put a Call on Hold







- Press **Hold** button
- To resume a call, press **Hold** again

## Your Phone

1. Incoming call or voicemail indicator
2. Feature and session buttons
3. Softkeys
4. Navigation
5. Hold, Transfer, and Conference
6. Headset, Speakerphone, and Mute
7. Voicemail, Applications, and Mute
8. Volume

## Feature and Session Buttons

Feature buttons (left side): view calls on a line or Speed Dials  
 Session buttons (right side): resuming calls or answering a call.

-  Green, steady: Active call
-  Green, flashing: Held call
-  Amber, steady: Private line in use
-  Amber, flashing: Incoming call
-  Red, steady: Remote line in use
-  Red, flashing: Remote line on hold

## Dial Plan

**Internal Calls:** Dial 5-digit extension

**External Calls:**

- Domestic/Local: 9+1+Area Code + Number
- Int'l: 9+011+Country Code + Number
- Emergency: 9+911 or 911

## Answer a Call

- Press the flashing amber line button or
- Pickup your handset, press **Speaker** button or **Answer** softkey

## Answer a 2<sup>nd</sup> Call

- Select the flashing line button

**Note:** Your first call will automatically be placed on hold

## Call Transfer

To transfer while on an active call:

- Press the **Transfer** button or softkey
- Dial the intended party
- Announce caller when line is picked up
- Press the **Transfer** button

## Call Forward

- Select a line and press **Forward all**
- Dial the number that you want to forward to, or press **VoiceMail** button
- When you return, press **Forward Off**

## Conference

### Ad Hoc Conference (MAX #4)

While on an active call:

- Press **Conference** button
- Dial the intended party, then press the **Call** softkey
- When call connects, press **Conference** button to connect the calls
- Repeat to add additional parties

To rejoin conference if party is not available:

- Press **EndCall** softkey

- Press **Resume** softkey and you are connected with conference in progress

### View Conference Participants

- Press the **Show detail** soft key
- To refresh the screen, press **Update**

### Remove Conference Participants

- Press **Show Detail** soft key
- Highlight the party you wish to remove using the **Navigation** button
- Press the **Remove** soft key

## Add Another Person to a Call

- From a connected call that is not on hold, press **Conference**.
- Select a held call and press **Yes** softkey.

## Decline

To redirect an incoming, ringing call while on another call:

- Highlight the incoming call and press **Decline** softkey

To redirect an incoming call while not on a call:

- Press **Decline** softkey

To redirect a held call:

- First resume the call and then press the **Ddecline** softkey

## Do Not Disturb (DND)

- Press **DND** softkey to turn on or off the ringer on the phone

## All Calls

To view a list, sorted in chronological order, of all active calls on all your phone lines

- Press **All Calls** button

## Directories

### Corporate Directory

- Press **Contacts** button
- Select **Corporate Directory**
- Perform a search by name or extension
- Press **Submit**
- To dial, scroll to a listing and press the **Select** button in the Navigation pad
- Press **Select** button again
- Press **Call** softkey

To Exit:

- Press the **Back** button multiple times

## Call History

- Press **Applications** button
- Select **Recents**
- Select line to view

## Listen to Voice Messages

- Press **Messages** button and follow the voice prompts. To check messages from a specific line, press the line button first.