



## Your Phone:

1. Incoming Call or Voicemail Indicator
2. Phone Screen
3. Line and Feature Buttons
4. Softkey Buttons (feature buttons or actions)
5. Navigation Button
6. End Call Button
7. Hold Button
8. Conference Button
9. Transfer
10. Speakerphone
11. Mute Button
12. Headset
13. Dial Pad
14. Volume
15. Contacts
16. Application/Settings Button
17. Voicemail Button
18. Back Button

## Line Buttons:

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

**Call 800.800.7754 for further support.**

## Dial all digits of the extension

### Internal Calls:

- Dial the 3 digits of extension (2XX)

### External Calls:

- Local: Number
- Domestic: 1 (Area Code + Number)
- International: 011 + (Country Code + Number)
- Emergency External: 911

## Place a Call:

- Enter a number and lift the headset, **or**
- Press Redial softkey, **or**
- Press New Call, Speaker or Headset and dial

## Answer a Call:

- Press the flashing amber button, **or**
- Lift the handset, **or**
- Press the speaker or headset button, **or**
- answer softkey

## Put a Call on Hold:

- Press Hold 

## Put a Call on Park


- Press the Park softkey and dial the extension where the call is to be parked
- To pickup the call, press the Unpark softkey and dial the extension where the call is parked

## Resume a Held Call:

- Press Hold again or Resume softkey

## 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
- If the dialed party does not wish to take the call, press END Call then resume the original call.
- Press the Transfer button again

## Transfer to Voicemail:

- Press Transfer  + \*55 + extension and transfer

## Call Forward:

### To forward all incoming calls:

- Press the Forward softkey
- Select the desired forward setting: Forward All, Forward Busy, Forward No Answer
- Adjust the On/Off setting and Forward as desired

### To forward to voicemail:

- Press the More button
- Press the DND button

### To receive calls again:

- Press the Clr Fwd softkey

## Conference:

### While on an active call:

- Press Conference button 
- Dial the intended party, then press Conference again
- Repeat to add additional parties

### To remove participants from a conference:

- Press the More softkey three times, then press Participants softkey
- Use the navigation buttons to select a call and press Remove

### To conference in an existing call:

- From a connected call that is not on hold, press the Conf line softkey

## Call History:

- Press Applications button
- Select Recents

## Directories:

### Corporate and Personal Directory:

- Press Contacts Button
- Perform search by name
- Press Search softkey
- Scroll to a listing and press the Call button

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