



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.

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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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