



ANSWERING A CALL:

When you receive an incoming call, the incoming call line is usually selected automatically. An incoming call displays as a green line with a ringing bell icon. To answer the call, just touch the call appearance line.

Answer an incoming call in one of the following ways:

- If you **are not** on another call; lift the handset or press the line button next to the incoming call, press **Speaker, OK or Answer** to answer using the Speakerphone, or press **Headset** to answer using the headset.

If you **are** on another call; from the **Phone** screen, scroll to the line with the incoming call and press **Answer** or **OK**. The phone

automatically answers the incoming call and puts the previous call on **Hold**.

MAKING A CALL:

****NOTE:** When placing a call outside the office, the phone number must be preceded by a **"8"** in order to access a line on the system.

1. You can start dialing from the keypad, hit the **Bksp** button to edit the number and when finished select the **Call** Softkey button and the system will initiate the call.

PUTTING CALLS ON HOLD:

1. If you are not active on the line you want to put on hold, touch that line.
2. Touch **Hold**.
3. Touch **Resume, OK** button or the line button of the held call to retrieve the call.

REDIALING A NUMBER:

From the Phone screen, touch **Redial**.

****The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.**

1. Scroll to the number you want to call and press **Call** or **OK**.

****NOTE:** The phone clears the last number dialed and the redial list if you clear the **Outgoing Call Log**. Also, the **Redial** softkey disappears.

TRANSFERRING CALLS:

1. From the Phone screen, with the call you want to transfer active, touch or press the **Transfer** softkey.
The phone displays the **Enter transfer destination screen.*
2. Enter the extension number on the Destination line or select from one of the following options.
 - a. **Held Call:** Displays the held call line appearance as an option and switches to the Select Transfer Method screen.
 - b. **Recents:** Displays the recent call history as an option and switches to the Select Transfer Method screen.
 - c. **Contacts:** Displays the contacts list as an option and switches to the Select Transfer Method screen.
 - d. **Cancel:** Terminates the call transfer.
 - e. **More:** Displays more options related to call transfer. **Symbol, Clear, 123,** and **Cancel** are displayed when you select this option.
 - f. **Priority:** Displays Precedence selection screen.
3. Select the **Transfer** Softkey
****Use the **Bksp** softkey to clear the input and the **Cancel** softkey to terminate the call transfer.**
4. Press the **Now** or **Complete** to complete the transfer of the call.

CONFERENCE CALLS:

Each phone has the ability to conference a total of 6 parties in a call.

Setting up a conference call:

1. During a call, on the Phone Screen, press **Conf.** **The phone puts the existing call on **Hold**.*

2. Dial the telephone number using the dial-pad or call the person from the **Contacts** list or the **History** list.
3. When the person answers, press the **Join** softkey or **OK** to add the person to the existing call.
4. To add another person, press the **Add** softkey and repeat steps 2-4.

Adding a person on Hold to a Conference call:

1. From the Phone screen, select your active call.
2. Press **Conf,** or, if you are already on a Conference call, press the **Add** softkey.
3. Select the call on **hold** that you want to **add** to the conference.
4. Press **Resume** to take the call off hold.
5. Press the **Join** or **Conf** softkey to add the person to the conference call.

DND (Do Not Disturb):

*When **DND** is on or activated, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.*

Pressing the **DND** button turns the feature on and changes the **Red** light beside the key to **Green** to indicate the feature is on. If it is already on, pressing **DND** turns the feature off.