Placing a Call

NOTE: You no longer need to dial “9” to get an outside line

- Dial the 10-digit number or 5-digit extension you want to call
- Pick up the handset, or press the Dial, speakerphone key, or headset key
- There are multiple options to end an active call:
  - Option 1: Place the handset back on the Hookswitch,
  - Option 2: Press the End Call soft key
  - Option 3: Press the speakerphone or headset key

Putting a Call on Hold

- To put an active call on hold, press the Hold soft key
- To remove an active call from Hold, press the Resume soft key

NOTE: Active calls will have actions noted on the bottom of the phone screen with corresponding soft keys for Hold, End Call, Transfer, and Confrc.

Transferring a Call

Consultative Transfer

- On an active call, press the Transfer soft key
- Dial the 10-digit number or 5-digit extension and press
- When the recipient answers the call, let them know you have a call to transfer to them, then press to complete the call transfer

NOTE: If no one answers, press the Transfer soft key to transfer the caller to voice mail or press the Cancel soft key to return to the caller to determine next steps.

Blind Transfer

- On an active call, press the Transfer soft key
- Dial the 10-digit number or 5-digit extension and press
- Press to complete the call transfer and hang up your phone
Transfer to Voice Mail
- On an active call, press Transfer.
- Dial *55, followed by the 5-digit extension, and press Transfer.

Forwarding Calls
Call forwarding can be enabled for all incoming calls, or for specific scenarios such as Busy or No Answer.
- Press the Home button, the phone screen will change from Lines View to Home View.
- Press the Forward icon and select Always, No Answer, or Busy.
- Dial the number where you want your calls forwarded.
- Press the Enable key.

To remove call forwarding, repeat the steps above, then press the Disable key to terminate call forwarding.

NOTE: For No Answer Call Forwarding, you also need to note the number of rings before the call is forwarded when not answered.

Adding Contacts to Favorites
To add speed dials to the Lines View on your phone screen, you will need to first add the contact to favorites.
- Press , the phone screen will change from the Lines View to the Home View.
- Press the Directories icon, then press the + symbol (upper right corner of your screen).
- Enter the contact’s information and press the Save key to save the contact to Favorites.
- Press twice to return to the Lines View on your phone screen, which will now show your speed dials.

Busy Lamp Feature
For users who manage more than one line, your phone will have a Busy Lamp Feature (BLF) programmed on your phone with the name of the extension. The BLF allows users to answer and transfer calls for another user in their organization. Another feature of BLF is that it can also act as a one-touch speed dial.

NOTE: Incoming BLF calls may be set-up to ring or not to ring on your phone, however your phone screen will change to show an incoming call for that extension.

Initiating a Three-Way Conference Call
- On an active call, press the key.
- Dial the 10-digit phone number or 5-digit extension for the person you want to add to your call and press Conf.
- When the 2nd party answers, press Conf.

NOTE: If the 2nd party is not available, press the Cancel soft key to return to your call.

Answering Incoming Calls
- Press the green Pickup button to answer the incoming call.

Managing Incoming Calls
- Place the active call on hold, press .
- Transfer the call to the intended party.