

BASIC CALL HANDLING

Placing a Call

1. Lift the handset, press a Line/call (L1 or L2) key, or press the  key.
 2. Dial the number from the keypad.
- OR**
- Dial the number first and then press the  key.

Ending a Call

Place the handset on its cradle or press the  key.

Answering a Call

- Lift the handset for handset operation.
- OR**
- Press the Line key.
- OR**
- Press the  key for hands-free operation.

Ignoring a Call

Press the  key.

Redialing

1. Press the  key once to access a list of recently dialed numbers.
 2. Use the Up  and Down  navigation keys to scroll through the entries.
 3. Press the Select (*) key.
- OR**
- Press the  key.
- Press the  key twice to call the last dialed number.

Muting

Press the  key to mute the handset, headset, or speakerphone.

Holding and Resuming

1. To place a call on hold, press the  key when connected to the call.
 2. To resume the call, press the  key again.
- OR**
- Press the Line key corresponding to the line where the call is being held.

ADVANCED CALL HANDLING

Call Transferring

1. Ensure you are on active call with the party you wish to transfer.
2. If you are already connected to the transfer recipient, press the Up  or Down  navigation keys to highlight the recipient and press the  key to complete the call transfer.

OR

If you are not connected to the transfer recipient, press the  key, enter the recipient's number and press the Dial key. At any time, press the  key again to complete the call transfer.

3-Way Conferencing

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the  key. A line opens up.
2. Call Party 2 by dialing their number (or answer an incoming call of a Party).
3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.
4. Press the  key.
5. Enter the phone number of Party 3.

NOTE: You are able to edit the destination number by pressing the 3 navigation key, which acts as a Backspace key.

6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.
7. Press the  key again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.
8. To drop a party from the conference, use the Up  or Down  navigation key to select the party and press the  Drop key.

OTHER FEATURES

Using the Directory

1. Press the programmed Directory key.
2. You can view the various Directory sources by pressing Up  or Down  to scroll through the list.
3. Press **Enter** to enter a Directory source and press Up  or Down  to scroll through the list of contacts.
4. To dial the displayed number press  or just lift the handset or press any Line key.
5. Press the programmed Directory key to cancel.

Using the Callers List

1. Press the  key to access the Callers List.
2. Scroll through the list by pressing the Up  or Down  navigation keys.
3. Press the Select key to place a call to the respective entry.

ACCESSING VOICEMAIL REMOTELY

Calling the main automated attendant phone number

1. Dial the main Automated Attendant phone number of your company.
2. You will be requested to enter the extension of the person you are calling.
3. Dial 6 + your extension number (ex. If your extension number is 205, then you must dial 6205).
4. Let the call go to your voicemail.
5. Once you hear your voicemail greeting, press the star  key. You will then be prompted to enter your voicemail password.

Calling your direct phone number

1. Dial your direct phone number.
2. Let the call go to your voicemail.
3. Once you hear your voicemail greeting, press the star  key. You will then be prompted to enter your voicemail password.

Calling from another extension

1. Dial 6 + your extension number (ex. If your extension number is 205, then you must dial 6205).
2. Let the call go to your voicemail.
3. Once you hear your voicemail greeting, press the star  key. You will then be prompted to enter your voicemail password.