



## Your Phone:

1. Incoming Call or Voicemail Indicator Light
2. Phone Screen
3. Feature and Session 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

## Feature and Session Buttons:

*Feature buttons (left side): view calls on a line or Speed Dials*  
*Session buttons (right side): resuming calls or answering a call*

- 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 833.844.4242 for further support.**

## Dial all digits of the extension

### Internal Calls:

- Dial the extension digits as defined by your administrator

### External Calls:

- Local: 9 + Number
- Domestic: 9 + 1 (Area Code + Number)
- International: 9 + 011 + (Country Code + Number)
- Emergency External: 911

## Place a Call:

- Enter a number and lift the handset, *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 

## 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  + \* + extension and transfer

## Call Forward:

### To forward all incoming calls:

- Select the line and press Forward ALL softkey
- Dial the number

### To forward to voicemail:


- Press the Forward ALL softkey
- Press the Messages button

### To receive calls again:

- Press the Forward Off softkey again

## 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, then press Show Details
- 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 Conference
- Press Active calls to select a held call
- Press Conference again to join the calls

## Call History:

- Press Applications button
- Select Recents
- Select line to view

## Directories:

### Corporate Directory:

- Press Contacts Button
- Select Corporate Directory
- Perform search by name or extension
- Press search softkey
- Scroll to a listing and press the Dial button

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