



Available features may vary. Provided feature set is based on the original order and the system administrator's requests for each deployment.

Programmable Top Keys: At least one line key plus up to 14 other buttons may be programmed on the keys that line the right and left side of the dynamic screen.

Soft keys: four state-based keys that line the bottom of the screen. Press the *More* key to see additional options.



Basic Call Handling

Make a call

Lift the handset then enter the phone number, extension, or code you wish to dial. Press **Send** to initiate the call or wait for it to go through.

Answer a call

Lift the handset then begin speaking to the caller.

Alternately, the **Answer** soft key, **Speaker** button, or **Headset** button may be pressed to answer an incoming call.

End a call

Hang up the handset or press the **End Call** soft key.

Speaker

Press the **speaker** button to use speaker audio mode.

Headset

Press the **headset** button to use headset mode audio (must have a headset attached).

Volume

Press the **volume** buttons to adjust volume for your ringer when idle or audio mode while on a live call.

Mute



Press the mute button to mute your audio while on a call. Press again to disengage.

Advanced Call Handling

Hold

Press the **Hold** soft key to place an active call on hold.

To resume a held call,

- When only one is on hold, press the **Resume** soft key or (blinking) line key.
- When there is more than one on hold, use the  and  buttons to select the desired call then press the **Resume** soft key.

Blind Transfer (Unannounced)

Blind transfers pass through the caller ID of the originating caller to the third party.

- Press the **Transfer** soft key to place the first call on hold
- **Input** the destination extension or phone number
- Press the **B Trans** soft key to complete the transfer

*To transfer directly to an extension's voicemail box, use *22 plus the extension as the destination number.*

Announced Transfer

Announced transfers allow you to speak with the third party before completing the transfer.

- Press the **Transfer** soft key to place the first call on hold
- **Input** the destination extension or phone number. Remain on the line while the second call connects.
 - To complete the transfer after speaking with the third party, hang up or press the **Transfer** soft key.
 - To cancel the transfer and go back to the first party, press the **Cancel** or **EndCall** soft key. Your first call will still be on hold.

Conference (Three Way) Call

- Press the **Conf** soft key to place first call on hold
- **Input** the third party's extension or phone number. Remain on the line while the second call connects.
 - To bridge in the third party after speaking with the third party, hang up or press the **Conf** soft key.
 - To cancel the third party, press the **Cancel** or **EndCall** soft key. Your first call will still be on hold.

While on a conference call, you can do the following:

- *Hang up or EndCall: this ends the conference call for all parties.*
- *Manage: Press this soft key to remove a person from the conference or Mute one person in the conference (called "Far Mute").*

- *Split: Press this soft key to place both calls on hold on your phone separately.*

Park

Park is a 'shared' hold. A parked call can be accessed by all desk phones at the site.

To park a call:

- Press one of the four Green **Park** keys.

To un-park a call:

- Press the red Park key where your call is parked, then lift the handset.