



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: one line key plus up to 26 other buttons may be programmed on the keys that line the right and left side of the dynamic screen.

Message Waiting Indicator (Voicemail)

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.