

## COMMON PHONE FUNCTIONS

### Placing a Call

Do one of the following:

- Pick up the handset, press or , enter the phone number, and press **Send**.
- Enter the phone number or extension, and pick up the handset, or press or .
- Select **New Call**, enter the phone number, and press **Send**.

### Answering a Call

Do one of the following:

- To answer with the speakerphone, press or press **Answer** soft key.
- To answer with the handset, pick up the handset.
- To answer with a headset, press .

### Ending a Call

To end an active call:

- Replace the handset in the cradle, press or . You can also press the **End Call** soft key.

To end a held call:

1. Highlight the held call and press **Resume**.
2. Press **End Call**.


## Call Hold

You can have multiple calls on hold at any time.

- Press  or select **Hold** during a call.

## Call Resume

You can view or resume a held call at any time.

- Press  again, corresponding line key, or **Resume**.  
*(If multiple calls are placed on hold, select the desired call first.)*

## Conference Call

To initiate a conference call:

1. Call a contact.
2. Press the **More** soft key and select **Conference**.  
Then call your next contact.  
*(The active call is placed on hold.)*
3. When your contact answers, press the **More** soft key and select **Conference**.


To join two calls into a conference call:

- On the **Calls** screen, press the **More** soft key and select **Join**.

**Note:** You can initiate a conference call with up to 2 contacts.

## Call Transfer

To transfer a call:

1. During a call do one of the following:
  - Press the **Transfer** soft key to do a consultative transfer
  - Press and hold the **Transfer** soft key to do a blind transfer
2. Dial a number or choose a contact.  
*(If you chose **Blind**, the call is transferred immediately.)*
3. If you choose **Consultative**, press the **Transfer** soft key or press  after speaking with your contact.

## Call Forward

To forward incoming calls:

1. On the **Home Screen**, select **Forward**.
2. If you have more than one line, select a line.
3. Choose either **Always**, **No Answer**, or **Busy**.
4. Enter a contact's number and select **Enable**.

To disable call forwarding:

1. On the **Home Screen**, select **Forward**.
2. If you have more than one line, select a line.
3. Choose your forwarding type and select **Disable**.

## View Recent Calls

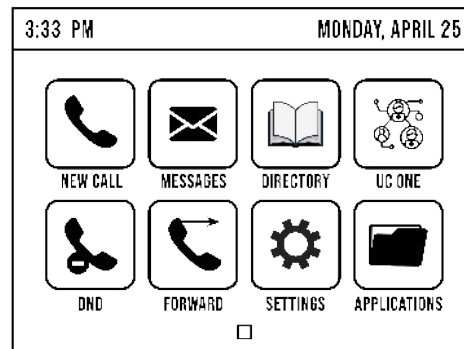
To view recently placed, received, or missed calls:

- Press  > **Directories** > **Recent Calls**.

**Tip:** To quickly access your missed calls, press the down arrow on the idle screen.

## Home Screen

The Home Screen displays messages, settings, and information. Available at any time.



**Note:** to access the home screen, press .

## Parking a Call

Parking places a call "on hold" on a virtual line that can be retrieved from any phone within the system:

1. While on an active call, press the designated park line button on your phone. Once you park a call, the park line button should illuminate in red.
2. Anyone within your organization can now retrieve the parked call by pressing the designated call park line button or by dialing the extension of the parked call.

## Contact Directory

To view the Contact Directory:

- Press the  > **Directories** > **Contact Directory**.

## Listen to Voicemail

To listen to voicemail:

- Press .
- Follow the prompts.

To listen to voicemail from Home Screen:

1. Select **Messages**.
2. Select **Message Center** > **Select**.
3. Follow the prompts.

**Note:** When you have new voicemail messages, the messages icon displays on your line.

## Enable Do Not Disturb

To enable or disable Do Not Disturb:

- On the Home Screen, select **DND**.

## Support Videos

For additional support, watch short, instructional videos for using your phone.

<https://vimeo.com/showcase/level-365>