**Place a Call**
- Enter a number and pick up the handset
- Press New Call softkey and dial
- Press Speaker button and dial
- Press Headset button and dial

**Place a Call on a Shared Line**
- Select the shared line
- Enter a number and pick up the handset or
- Press New Call softkey and dial or
- Press Speaker button and dial or
- Press Headset button and dial

**Put a Call on Hold**
- Press Hold button
- To resume a call, press Hold again

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**Your Phone**
1. Incoming call or voicemail indicator
2. Feature and session buttons
3. Softkeys
4. Navigation
5. Hold, Transfer, and Conference
6. Headset, Speakerphone, and Mute
7. Voicemail, Applications, and Mute
8. Volume

**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: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

**Dial Plan**
**Internal Calls:** Dial 5-digit extension
**External Calls:**
- Domestic/Local: 9+1+Area Code + Number
- Int'l: 9+011+Country Code + Number
- Emergency: 9+911 or 911
Answer a Call
- Press the flashing amber line button or
- Pickup your handset, press Speaker button or Answer softkey

Answer a 2nd Call
- Select the flashing line button
Note: Your first call will automatically be placed on hold

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
- Press the Transfer button

Call Forward
- Select a line and press Forward all
- Dial the number that you want to forward to, or press Voicemail button
- When you return, press Forward Off

Conference
Ad Hoc Conference (MAX #4)
While on an active call:
- Press Conference button
- Dial the intended party, then press the Call softkey
- When call connects, press Conference button to connect the calls
- Repeat to add additional parties
To rejoin conference if party is not available:
- Press EndCall softkey

Remove Conference Participants
- Press the Show detail soft key
- To refresh the screen, press Update

Add Another Person to a Call
- From a connected call that is not on hold, press Conference.
- Select a held call and press Yes softkey.

Decline
To redirect an incoming, ringing call while on another call:
- Highlight the incoming call and press Decline softkey
To redirect an incoming call while not on a call:
- Press Decline softkey
To redirect a held call:
- First resume the call and then press the Decline softkey

Do Not Disturb (DND)
- Press DND softkey to turn on or off the ringer on the phone

All Calls
To view a list, sorted in chronological order, of all active calls on all your phone lines

Directories
Corporate Directory
- Press Contacts button
- Select Corporate Directory
- Perform a search by name or extension
- Press Submit
- To dial, scroll to a listing and press the Select button in the Navigation pad
- Press Select button again
- Press Call softkey
To Exit:
- Press the Back button multiple times

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

Listen to Voice Messages
- Press Messages button and follow the voice prompts. To check messages from a specific line, press the line button first.