PLACING A CALL ON HOLD

- While on a call, press the **Hold** soft key or the button with a hand symbol on it **(fig.8)**
- To return to the call, press the soft key that the line is on hold with *(light will be flashing red)*.
- If multiple calls are on hold, use the **Navigation** button **(fig. 6)** to select the desired call before you press line soft key *(light will be flashing red)*.

CALL TRANSFER (SUPERVISED TRANSFER)

- During call, press **XFER** soft key. *(caller is now on hold)*
- Dial the desired number or extension.
- The desired party's phone will now ring. If answered you can introduce the caller to them before transferring the call.
- If the desired party is available to take the call, press **XFER** *again* and hang up or,
- Press **End Call** soft key and original caller will be on hold.

CALL TRANSFER (BLIND TRANSFER)

- During a call, press the **BXFER** soft Key
- Dial the desired number or extension
- Then press the **Dial** soft key or #.

CALL TRANSFER – DIRECT TO VOICEMAIL

- During a call, press the **BXFER** soft key
- Dial '**5**' and desired extension
- Then press the **Dial** soft key or #.

CONFERENCE CALL *(UP TO TWO OTHER PARTIES)*

- During a call, press the **Conf** soft key. *(party will be placed on hold)*
- Dial the number or extension that you wish to conference together,
- When dialed party answers press the **Conf** soft key again. All three will now be connected.
- If the Dialed party refuses the call, press **End Call** soft key and original caller will be on hold.

To Drop from the conference and leave the remaining parties connected, press the **JOIN** soft key, you will then be disconnected.

To conference a call on hold with an active call, press the right arrow on the Navigation button **(fig.6)** and choose **ConfLx**

CALL FORWARD

Press the **Cfwd** soft key.
Dial the extension or telephone number you want to forward all calls to.
Press the **Dial** soft key or #.

To Disable, press the **Cfwd** soft key.

#	Phone Feature	Description
1	Handset	Pick up to place or answer a call.
2	Message Waiting Indicator	Displays solid red when you have a new voice mail message. Flashes red during an incoming call.
3	LCD Screen	Displays date and time, phone station name, line extensions, and softkey options.
4	Line keys	Indicates phone line status. When lit: - Green: Line is idle. - Red (steady): Line is active or in use. - Red (blinking): Line is on hold. - Orange: Line is unregistered (cannot be used). These keys can also be programmed by your phone system administrator to perform functions such as speed dial, call pickup, or monitoring an extension.
5	Softkey buttons	Press a softkey button to perform the action shown on the label on the LCD screen above.
6	Navigation button	Press an arrow to scroll left, right, up, or down through items shown on the LCD screen.
7	Messages button	Press to access voice mail.
8	Hold button	Press to place a call on hold.
9	Setup button	Press to access a menu to configure features and preferences (such as your directory and speed dials), access your call history, and set up functions.
10	Mute button	Press to mute or unmute the phone. When phone is muted, the button glows red. A flashing mute button indicates the network connection cannot be found.
11	Volume button	Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone, or ringer volume (when the handset is on the phone).
12	Headset button	Push to turn the headset on or off. When the headset is on, the button glows green.
13	Speaker button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
14	Keypad	Use to dial phone numbers, enter letters, and choose menu items.