

Basic call Handling

Answering a Call

Using the handset: Pickup the handset

Using the speakerphone: press the speaker button

Using the headset: press the headset button

Hanging up a call

Using the handset: Hang up the handset or press the **End Call** Soft key.

Using the speakerphone: Press the speaker button or the **End Call** Soft key.

Using the headset: press the **End Call** soft key.

Park, Hold and Transfer

Parking a Call: Press one of the available park buttons. If you have no buttons for park press *85 + park code.

Retrieving a parked call: press the park button call was placed on or press *85 + park code where call is parked.

Hold: press the hold button on your phone this will place caller on hold only on your phone, private hold.

Retrieving an on hold call: press the line key that is flashing on hold when you placed call on hold.

Blind Transfer

1: press the **trans** key or the **Transfer soft key** during an active call. The call is placed on hold.

2: enter the number you want to transfer to.

3: press the **trans** key or the **B Transfer soft key**.

Semi-Attended Transfer

1: press the **trans** key or the **Transfer soft key** during an active call. The call is placed on hold.

2: enter the number you want to transfer to.

3: press the **trans** key or the **Transfer soft key** when you hear the ring-back tone.

Attended Transfer

1: press the **trans** key or the **Transfer soft key** during an active call. The call is placed on hold.

2: enter the number you want to transfer to, and then press the **Send** soft key.

3: press the **trans** key or the **Transfer soft key** when the second party answers.

Call Conference

1. Press **Conf** key or the **Conference soft** key during an active call. The call is placed on hold.

2. Enter the number of the second party, and then press the Send soft key.

3. Press **Conf** key or the **Conference soft** key again when the second party answers.

All parties are now joined in the conference.

4. Press the **End Call** soft key to disconnect all parties.

Call forward with PBX control

To enable call forward all: Press *71 enter number, to cancel press *72

To enable call forward Busy: press *73 enter number, to cancel press *74

To enable call forward No answer: press *75 enter number, to cancel press *76

Call Forward (from the telephone gui)

1. Press the **Menu** soft key when the phone is idle, and then select **Features->Call Forward**.

2. Select the desired forward type:

Always Forward----Incoming calls are forwarded unconditionally.

Busy Forward----Incoming calls are forwarded when the phone is busy.

No Answer Forward----Incoming calls are forwarded if not answered after a period of time.

3. Enter the number you want to forward to. For No Answer Forward, press < or > to select the desired ring time to wait before forwarding from the After Ring Time field.

4. Press the **Save** soft key to accept the change.