Dial Plan

- **Internal Calls**: Dial 4-digit extension
- **Local Calls**: Dial 9 + ten-digit local number
- **Long Distance**: Dial 9+1+ten-digit number
- **Emergency External**: Dial 9911, 911 or 4911

**Answer a Call**

- **Answer**
- **Decline**
- **Ignore**

Do one of the following options:

- Lift the handset or press **Headset** or **Speakerphone** button.
- Press **Answer** softkey.
- Press **Decline** softkey (sends caller directly to voicemail.)
- Press **Ignore** softkey (silences the ringing on the phone.)

**Put a Call on Hold**

- Press Hold.

**Resume a Held Call**

- Press **Hold** button or **Resume** softkey.

**Answer a Second Call**

1. When a second call comes in on your phone, you will hear a tone in your ear and see the line key flashing.
2. To answer the call, press the **Answer** softkey. The first caller will be placed on hold automatically and you are talking with the second caller.

**Toggling Between Calls**
If you have more than one call on your phone at the same time; to toggle between the calls:

1. Press the line button of the caller on hold.
2. The active call will be automatically put on hold and the held call will become your active call.
Call Transfer
To transfer while on an active call:
1. Press the Transfer button or softkey.
2. Dial the intended party.
3. If you wish, announce the caller when line is picked up.
4. Press the Transfer button again.

Note: If dialed party does not wish to take the call, press End Call, then resume original call.

Conference
Ad Hoc Conference (Up to 8 Parties)
While on an active call:
1. Press Conference button.
2. Dial the intended party.
3. When call is answered, press Conference button to connect the calls.
4. Repeat to add additional parties.

To rejoin conference if party is not available:
1. Press EndCall softkey.
2. Press Resume softkey and you will be re-connected with conference in progress.

The conference ends when all participants hang up.

View Conference Participants
- Press the Detail softkey.
- To refresh the screen, press Update.

Remove Conference Participants
1. Press Details softkey.
2. Highlight the party you wish to remove using the Navigation button.
3. Press the Remove softkey.

Call Forward
To Forward All Incoming Calls:
1. Press Fwd all softkey.
2. Dial 4-digit extension for an internal call and 9 or 9+1 if forwarding call to external number.

To Forward to Voicemail:
1. Press the Fwd ALL softkey.
2. Press the Message button.

To Receive Calls Again:
- Press the Fwd Off softkey.

Call History
To access your call history:
1. Press the Application button.
2. Select Recents.
3. To call from your history, highlight the caller information and press the Call softkey.

Note: To add 9 or 91 to dial an outside number, press the EditDial softkey.

Corporate Directory
To access your Corporate Directory:

1. Press the Contacts button.
2. Use the Navigation button to select Corporate Directory.
3. Enter First Name, Last Name or Number as your search criteria.
4. Press the Search softkey, then the Dial softkey.

Extension Mobility
Extension Mobility Log In
If you would like to log into a phone that is not your own:
1. Press the Application button.
2. Select Extension Mobility.
3. Enter your Primary Extension number.
4. Enter your PIN (same as voicemail PIN.)
5. Press Submit softkey.

Extension Mobility Log Out
If you would like to log out of a phone:
1. Press the Application button.
2. Select Extension Mobility.
3. Press the Yes softkey for Logout.