



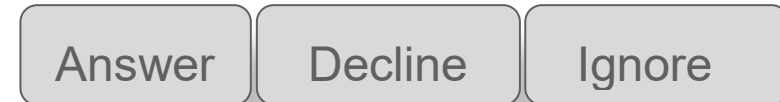
Your Phone

- ① Incoming call or voicemail indicator
- ② Line/Feature buttons
- ③ Softkeys
- ④ Navigation
- ⑤ Hold, Transfer, Conference
- ⑥ Speakerphone, Headset and Mute
- ⑦ Voicemail, Applications, contacts
- ⑧ Volume

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



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.

and you are talking with the second caller.

Resume a Held Call

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

Answer a Second Call

- 1 When a second calls come 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

Toggle 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.