

How to Place a Call (several options):

Pick up the handset, enter the phone number, and press **“Call.”**

Press  or , enter the phone number, and press **“Call.”**

Enter the phone number, press **“Call,”** and pick up the handset.

Press the line key, enter the number, and press **“Call.”**

How to Answer a Call (several options):

Speaker phone: select the **“Answer”** Soft key or .

Handset: pick up the handset to answer.

Headset: press .

How to Hold & Resume a Call:

To Hold a Call: press the **“Hold”** soft key or .

To Resume a Call: press the **“Resume”** soft key or .

How to End a Call:

On a Handset: press the **“End Call”** soft key or hang up.

On a Headset: press .

On Speakerphone: press .



How to Park a Call:

1. While on a call, press the **“Transfer”** soft key. This will place the call on hold.
2. Dial the extension of the Call Park and press the **“B. Transfer”** soft key.
3. The call is now in the Call Park that you sent it to.
4. To retrieve the call, dial the extension of the call park.

Note: If you have call parks assigned to a line key, you can simply press the line key to park and unpark a call.

How to Transfer a Call:

Blind or Cold Transfers:

1. While on a call, press the **"Transfer"** soft key or .
2. Dial the desired phone number or extension.
3. Press the **"Transfer"** soft key again or  to complete the transfer.

Attended (Warm) Transfers:

1. While on a call, press the **"Transfer"** soft key or .
2. Dial the desired phone number or extension.
3. Wait for the party to answer and announce that you are transferring a call to them.
4. Press the **"Transfer"** soft key or  to transfer the call.



How to Check Your Voicemail:

1. Select the  button.
2. Enter your PIN and press # and follow the prompts.

How to Forward Your Calls:

1. Press the **"Menu"** soft key, select **"Features,"** and select **"Call Forward."**
2. Select the desired forward type: **Always Forward, Busy Forward, and No answer Forward.**
3. Enter the number you want to forward to.
4. Press the **"Save"** soft key to accept the change.