Basic Call Handling

Make a call
Lift the handset then enter the phone number, extension, or code you wish to dial. Tap Send to initiate the call or wait for it to go through.

Most deployments should be sure to dial 1 before an out of area phone number.

Answer a call
Lift the handset then begin speaking to the caller.

Alternately, the Answer soft key, Speaker button, or Headset button may be pressed to answer an incoming call.

End a call
Hang up the handset or tap the End Call soft key.

Speaker
Press the speaker button to use speaker audio mode.

Headset
Press the headset button to use headset mode audio (must have a headset connected).

Volume
Press the volume buttons to adjust volume for your ringer when idle or audio mode while on a live call.

Mute
Press the mute button to mute your audio while on a call. Press again to disengage.
Advanced Call Handling

Hold
Press the hold button or Hold soft key to place an active call on hold.

To resume a call,

- When only one is on hold, press the button or Resume soft key.
- When there is more than one on hold, tap the desired call on the screen to select it, then press button or Resume soft key.

Blind Transfer (Unannounced)
Blind transfers pass through the caller ID of the originating caller to the third party.

- Press the transfer button or the Transfer soft key to place the first call on hold
- Input the destination extension or phone number
- Press the transfer button or the Transfer soft key to complete the transfer

To transfer directly to an extension’s voicemail box, use *90 plus the extension as the destination number.

Announced Transfer

- Press the transfer button or the Transfer soft key to place the first call on hold
- Input the destination extension or phone number. Remain on the line while the second call connects.
  - To complete the transfer after speaking with the third party, hang up, press transfer button, or tap the Transfer soft key.
  - To cancel the transfer and go back to the first party, tap the Cancel or EndCall soft key. Your first call will still be on hold.

Conference (Three Way) Call
Announced transfers allow you to speak with the third party before completing the transfer.

- Tap the Conference soft key to place first call on hold
- Input the third party’s extension or phone number. Remain on the line while the second call connects.
- Tap the Conference soft key to place first call on hold

While on a conference call, you can do the following:

- Tap by a caller’s name to remove them from the call.

- Tap by a caller’s name to place them on mute.
- Hang up to end the conference call for all parties.
- Tap the Split soft key to place both calls on hold on your phone separately.

Park
Park is a ‘shared’ hold. A parked call can be accessed by all desk phones at the site.

To park a call:
- Press More
- Press Park
- Listen to the prompts that will guide you to park a call on your own extension or someone else’s.
- The voice prompts will confirm that your call has been parked. You may hang up.

To Un-Park a call:
- Dial *88
- Listen to the prompts that will guide you to unpark a call from your own extension (press #) or someone else’s (extension followed by #).
- Call will be retrieved and sent to your phone immediately (do not hang up).

Please note that when calls are un-parked, the caller ID may not be retained. Additionally, the parked call may remain on your screen of the phone that parked it with a ‘Retrieve’ soft key until you hang up (if parked on your own extension). This allows you to easily get back the parked call.

Advanced Features

Redial
Press the redial button to enter the Placed call list then use the touchscreen to navigate the list. Tap an entry to place a call to that item on the list.

Voicemail
To access voicemail, press the Message button. Follow the prompts to setup voicemail, listen to messages, or change greetings.

If messages are being sent to the phone, the message waiting indicator light will blink to signal a new message has been received.

History
Tap the History soft key to access a list of the most recent calls. Use the touchscreen to navigate the list. Tap an entry to place a call to that item on the list.
Directory
You may populate the contacts in this directory by using the soft keys to add entries, add more groups, and more.
- Press the Directory soft key
- Choose All Contacts
- Use the Add soft key then follow the prompts to add an entry.

Do Not Disturb
Press the DND soft key to turn do not disturb on or off.
While DND is enabled, all direct calls to your extension or direct phone number will go directly to your voicemail box. You may make outbound calls normally.

Call Center Agent Features
Phones that are part of a call center are configured with additional features to allow agents to log in and out of the call center and change their availability within it.

Login/Logout
If you are part of a call center group, your phone will be equipped with a Login/Logout button that will allow you to log in and out of the call center.
- To log into the call center tap the Login soft key.
- To log out of the call center tap the Logout soft key.

The Login soft key is only visible when you are currently logged out. The Logout soft key is only visible when you are currently logged in.

Availability
While logged in, you will also have the ability to manage your availability with codes setup of your system administrator. For a list of available codes and their intended use, see your administrator.
- To change your state to Unavailable, tap the Unavail soft key then enter the appropriate code for the state you wish to use.
- To log out of the call center tap the Avail soft key.

When you first log in, your availability is Available to signal to the call center you are ready to take calls.