Available features may vary. Feature set is based on the original order and the system administrator’s requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any changes to the system.

Your phone display has three main views: Main Menu, Calls, and Lines (shown below). Toggle between them by pressing Home button.
Call Handling Basics

Answer a call
To answer an incoming call to one of your lines, do one of the following:
• Lift the handset
• Press the speaker \( \text{or headset} \) key
• Press blinking line key
• Press the Answer soft key
If handling multiple calls, use either the line keys or navigational buttons to switch between.

Place a call
To place a call from your primary line:
• Lift handset off hook or press speaker \( \text{or headset} \) key.
• Dial the extension or phone number (including a 1) to send the call.

End a call
To end your current call, hang up the phone or press the End Call soft key.

Advanced Call Handling

Hold
Hold places the call on the current line only.

To place a call on hold, do one of the following:
• Press Hold
• Press the Hold \( \text{function} \) key

To resume a held call, do one of the following:
• Select the call (if on more than one) then press Resume
• Select the call (if on more than one) then press the Hold \( \text{function} \) key.
• Press the line key (if only on one call, its light will blink red).

Park
Park places a call on a ‘shared’ hold. This allows users to resume the call from any phone. Calls may be parked on any valid system extension.

To place a call into park:
• Press More twice then press Park
• Input a valid extension
• Press Enter

To retrieve a parked call:
• Press Pickup
• Enter the extension on which the call is parked
• Press Enter

Transfer
Transfer sends your answered call to a different extension or phone number of your choice.

To perform a blind (direct) transfer:
• Press Transfer
• Press Blind
• Input the destination extension or full phone number
• Hang up when call disappears from your line

To perform an announced (consultative) transfer:
• Press Transfer
• Input the destination extension or full phone number
• When caller answers, press Transfer to complete the transfer or Cancel to go back to the initial caller.

To transfer a call directly to voicemail:
• Press More
• Press SendVM
• Input the extension then press Enter
• Hang up when call disappears from your line

Conference
Conference is a three party phone call.

To add a third party to your current call:
• Press More then Confrnc
• Input the extension or phone number of the third party
• When caller answers, press Confrnc to join them to the call or Cancel to go back to the initial caller.

While on a conference call, hanging up allows you to leave the conference while keeping the other parties intact. Alternately, press the Split key to place both calls on hold separately on your phone.

Other Features
Voicemail
To access voicemail from your phone, press the Voicemail key then press Connect. Accessing voicemail allows you to setup voicemail, listen to messages, or change greetings.

Intercom
Press the intercom key on the home screen or soft key display then enter an extension. This will initiate an intercom-type call. Intercom calls are auto answered at the receiving phone if it is available.

Directory
The directory houses your own personal contacts, recent call logs, and your enterprise directory.

To access the directories:
• Press Home to go to the Main Menu screen
• Select Directories

Available directories may include:
• Contact Directory- add personal contacts. Contacts will automatically be assigned a ‘favorites’ number. This adds them to the favorites directory and as a speed dial button on your Lines screen (if you have available keys to program).
• Recent calls- access a list of your most recent missed, dialed and received calls. Accessing this list will get clear missed call notifications in the Lines view.
• Favorites- access contact directory entries (above) that have been marked as a favorite.

Enterprise Directory- accesses the enterprise directory. Since this will return only 50 results at a time, you may search by entering the desired criteria then pressing Submit to narrow down the results.

• Common Directories- if your system administrator has configured any common directories, they may be accessed here.

DND
While enabled, DND sends all direct calls to your extension or direct phone number will go to your voicemail box. You may make outbound calls normally.

To enable or disable DND:
• Press Home to go to the Main Menu screen
• Select DND

While enabled, the line keys and view will display the DND icon.

Forward
Enable or disable forwarding of your line.

To manage forwarding:
• Press Home to go to the Main Menu screen
• Select Forward
• Select the forwarding you wish to enable, disable, or change