





Line Button Status Lights

-  **Unlit:** The line is available for a new call.
-  **Solid green:** The line has an active call.
-  **Slow flashing green:** The line has a call on hold.
-  **Fast flashing green:** The line has an incoming call or call waiting.

Making Calls

To an internal extension

Pick up the handset or press the speaker key and dial the extension number.

To an external number

Pick up the handset or press the speaker key and dial the external phone number.

To an international number

Pick up the handset or press the speaker key and dial **00**, then the country code and phone number.

To emergency services

Pick up the handset or press the speaker key and dial **999** or **112**.

Receiving Calls

Answering a call

Pick up the handset or press the **Answer** softkey or the **speaker** key when it rings.

Answering a call waiting

Press the **Answer** softkey when you hear the call waiting beep.

Sending a ringing call to voicemail

Press the **Reject** softkey.

Ending Calls

One call in progress

If the call is active, hang up the handset, or press the **Speaker** key if in speaker mode.

If the call is on hold, press the **EndCall** softkey.

Multiple calls in progress

Use the **Up** and **Down** keys to select the call you wish to end, then press the **EndCall** softkey.

Placing Calls on Hold

Putting a call on hold

Press the **Hold** softkey to place a call on hold.

Press the **Resume** softkey to retrieve a held call.

Placing a new call with an active call

Press the **Hold** softkey to place the active call on hold, then press the **NewCall** softkey and dial the new phone number.

Switching between held calls

Press the corresponding **Line** key to retrieve the held call, or use the **Up** and **Down** keys to select the call you wish to retrieve. Press the **Resume** softkey. If there this one active call and one held call, press the **Swap** softkey.

The current active call is automatically put on hold.

View details of calls in progress

Use the **Up** or **Down** arrow keys to see phone numbers and call durations for each currently active or held call.

Three-Way Conferencing

Starting a conference call

Press the **Conf** softkey to place the active call on hold. Enter the second internal or external number you wish to call. Press the **Conf** softkey when the second party picks up to conference the two calls together.

If there this one active call and one held call, press the **Conf** softkey to conference the two calls together.

Stopping a conference call

Press the **Split** softkey to split the conference call into two individual held calls. Use the **Up** and **Down** keys to select the call you wish to retrieve then press the **Resume** softkey or press a slow flashing green **line** key to retrieve the corresponding call.

Press the **EndCall** softkey to drop the conference call and end both calls.

Transferring Calls

Attended transfer (two-step)

Press the **TRAN** softkey to place the call on hold. Dial the extension number and wait until the second party answers, then press the **TRAN** softkey again or press the **Endcall** softkey then the **Resume** softkey to reconnect with the original call.

Transfer to a user extension's voicemail

Press the **TRAN** softkey to place the call on hold, dial ****** followed by the extension number. Press **TRAN** softkey again.

Call Forwarding

Turn on call forwarding

Pick up the phone and dial ***72#**. Wait for the prompt, and then dial the phone number that will receive forwarded calls followed by **#**. The system will confirm the number you have entered.

Disable call forwarding

Pick up the phone and dial ***73#**. Wait for the confirmation prompt.

Accessing and Updating Voicemail

Listening to voicemail

Press the **Message** key, and then follow the menu prompts.

Recording/updating your greeting

Select **Option 5** from the voicemail menu, then select **Option 1**.

Recording/updating your name

Select **Option 5** from the voicemail menu, then select **Option 2**.

Changing your PIN

Select **Option 5** from the voicemail menu, then select **Option 3**.