

Attended Transfers

1. While on the call, tap the Transfer icon
2. Enter in the extension number or the outside number and press the # or Send key.
3. Announce the call
4. Tap the Transfer icon to complete the transfer, or the Cancel icon to be reconnected to the original caller

Voicemail Transfers

1. While on the call, tap the Transfer icon
2. Enter "*" + the extension number
3. Tap the Transfer icon

Hold

1. While on a call, tap the Hold icon on the screen or press the hold "hard key" with the pause symbol on the phone
2. Tap the Resume icon to continue
3. If multiple calls are on hold, select which call that you would like to resume from the choices on the screen, then tap the resume icon

Primary Voicemail Retrieval

1. Press the Messages button on the phone with the envelope on it (or dial *97)
2. Dial your password

Accessing Other Voicemail boxes

1. Dial *98
2. Dial the extension
3. Dial the password

Directory

1. Tap the Directory icon on the left side of the screen (The bust silhouette)
2. Scroll to the contact you wish to dial and tap on it.

Viewing Call History

1. Tap the History icon (Bottom left on the screen)

Do Not Disturb

1. Swipe left to the second screen
2. Tap the settings icon
3. Tap the DND icon
4. Set status to On/Off
5. Tap the check mark in the upper right to save

Conference Calling

1. While on a call, tap the Conference icon
2. Dial the extension or external number
3. When the second party answers, tap the Conference icon again to connect both calls.



Speed Dial Buttons

1. To view the full list of your speed dial buttons, tap the "DSS Key" icon at the bottom right hand corner of the screen.

Call Parking

1. While on the call, tap any available Park key to park a caller in that spot.

Call Forwarding

1. Enabling Call Forwarding
 - a. Swipe left to the second screen
 - b. Tap the settings icon
 - c. Tap the call forward icon
 - d. Select the relevant forward option.
 - e. Tap the On button
 - f. Tap the checkmark on the upper right to save
2. Disabling Call Forwarding
 - a. Swipe left to the second screen
 - b. Tap the settings icon
 - c. Tap the call forward icon
 - d. Select the relevant forward option.
 - e. Tap the Off button
 - f. Tap the checkmark on the upper right to save

Retrieve a Parked Call

1. Tap the Park button that corresponds to the parked call you'd like to retrieve.

Ring Volume

1. Press the "-" or "+" buttons located on the bottom of the keypad

Call Volume

1. While on a call press the "-" or "+" buttons located on the bottom of the keypad

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