





Place Calls

You do NOT need to dial a **1** or **9** to call out.

- Pick up the handset, press  or  enter the phone number, and press **Send**.
- Enter the phone number, press **Dial**, and pick up the handset, or press  or .
- Press the Line key, enter the phone number, and select **Send**.
- Select **New Call**, enter the phone number, and press **Send**.

Answer Calls

You can answer calls using the handset, speakerphone, or a headset.



To Answer a Parked Call:

Use the listening method you prefer above and press the appropriate **Park Line Key**

End Calls

You can only end active calls - On hold calls must be Resumed first to end the call.


To end an active call:

- » Replace the handset in the cradle
- » Press  to hang up the speakerphone
- » Press  to hang up while on a headset
- » Press the **End Call** soft key.


Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:

- » Highlight the call and press the **Hold** soft key or press .


To resume a call

- » Highlight the call and press the **Resume** soft key or press .

Park a Call

An active call may be sent to a Park Line to wait On Hold until someone can answer.

To Park an Active Call

- 1 Press the **Transfer** soft key or  button
- 2 Press the **Lines** soft key
- 3 Press the desired open Line Key (unlit)
- 4 Press **Transfer** again.

Overhead Page

To use the PA to make an announcement

- 1 Dial your **Store Number + 98**
- 2 Begin speaking.
- 3 Hang up to end the page.

Start a Conference Call

You can initiate a conference call with 2 contacts.

To initiate a conference call:

While talking to a caller, or after calling a contact

- 1 Press the **Conference** soft key
- 2 Call another contact - when they answer...
- 3 Press Conference again.

To join two calls into a conference call:


While on an active call you may add an On Hold caller to create a Conference.

- 1 On the Calls screen, select the On Hold Call
- 2 Press the **Join** soft key.



Transfer Calls

You can transfer calls to any contact.

Blind (cold) Transfer:

- 1 **Long** Press the **Transfer** button  or soft key
- 2 Dial a number or choose a contact.
- 3 Press the **Send** soft key.

Consultative (warm) Transfer:

- 1 Press the **Transfer** button  or soft key
- 2 Dial a number / extension
- 3 Press the **Send** soft key
- 4 Announce the call when answered
- 5 Press the **Transfer** button  or soft key again to send the call to the recipient's line.



Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

To forward an incoming call:

- 1 On the **Incoming Call** screen, select **Forward**.
- 2 Enter your contact's number and select **Forward**.

To forward all incoming calls:

- 1 On the Main Menu screen, select **Forward**.
- 2 If you have more than one line, select a line.
- 3 Choose either **Always**, **No Answer**, or **Busy**.
- 4 Enter a contact's number, and select **Enable**.
If you chose **No Answer**, you can enter the number of rings before the call is forwarded.

To disable call forwarding:


- 1 On the Main Menu screen, select **Forward**.
- 2 If you have more than one line, select a line.
- 3 Choose your forwarding type and select **Disable**.

To add a contact to the Contact Directory:


- 1 In the Contact Directory, select **Add**.
- 2 Enter the contact's information and select **Save**.

You can enter a number between 1 and 99 in the **Favorite Index** field to make a contact a favorite.

Listen to Voicemail

When you have new voicemail messages, the messages icon  displays on your line.

To listen to voicemail:

- 1 On the Main Menu screen, select **Messages** or press .
- 2 Select **Message Center > Connect**.
- 3 Follow the prompts.

