Placing a Call

1. Pick up the handset
   OR
2. Press the 🎧 button
   OR
3. Press the 🔊 button
4. Enter the number to call
5. Press the (ok) button
   OR
6. Press the #SEND button

Answering a Call

1. Pick up the handset
2. Press the **Answer** soft key
   OR
3. Press the 🎧 button
   OR
4. Press the 🔊 button

Holding and Muting a Call

1. Press the **Hold** soft key
2. Press the **Resume** soft key to resume the call
3. Press the 🔇 button to mute the audio device
4. Press the 🔇 button again to unmute the audio device

Rejecting and Silencing a Call

1. Press the **Reject** soft key to send the call to directly to voicemail
2. Press the **Silence** soft key to silence ringer and have the ability to answer the call within the designated number of rings

Forwarding an Incoming Call

1. Press the **Forward** soft key
2. Enter the number to forward call to
3. Press the (ok) button
   OR
4. Press the #SEND button
   OR
5. Press the **Send** soft key

Transferring a Call

1. Press the **Tran** soft key
2. Enter number to transfer call to
3. Press the **Tran** soft key

Note: There is the option of speaking with the party to which the call will be transferred or to transfer after hearing the ring-back tone

Initiating a Conference Call

1. Press the **Conference** soft on the active call screen
2. Enter the number of the second party
3. Press the (ok) key
   OR
4. Press the #SEND key
5. Press the **Conference** soft key when the second party answers

Ending or Splitting a Conference Call

1. Press the **EndCall** soft key to terminate the call
2. Press the **Split** soft key to split the call into two separate held calls
3. Toggle between parties by pressing ⟨ or ⟩ to select participant to speak with
4. Press the **Resume** soft key
5. Press the **EndCall** soft key
6. Repeat steps 3-5 with the other call

Managing a Conference Call

1. Press the **Manage** soft key on an active conference call
2. Press the **FarMute** soft key to restrict a caller from speaking
3. Press the **Remove** soft key to remove a caller from the conference call

Searching for a Contact	Adding a Contact	Editing a Contact
1. Press the **Directory** soft key 2. Select the desired directory type and press the **Enter** soft key 3. Press the **Search** soft key 4. Enter search criteria 5. Select desired contact 6. Press the **Send** soft key to call	1. Press the **Directory** soft key 2. Select the desired directory type and press the **Enter** soft key 3. Press the **Add** soft key 4. Enter contact information 5. Press the **Save** soft key	1. Press the **Directory** soft key 2. Select the desired directory type and press the **Enter** soft key 3. Press the **Search** soft key 4. Enter search criteria 5. Press the **Option** soft key 6. Edit information 7. Press the **Save** soft key
Forwarding an Extension	Setting up Voicemail	Initiating Do Not Disturb (DND)
1. Press the **Menu** soft key 2. Highlight the **Features** and then press the **Enter** soft key 3. Select **Call Forward** and then press the **Enter** soft key 4. Select call forward type: a. **Always** b. **Busy** c. **No Answer** 5. Press the **Enter** soft key and then the **Switch** soft key to enable 6. Enter the destination number to forward all incoming calls to 7. Press the **Save** soft key	1. Press the ⊠ button or dial *123 to access the Message Center 2. Enter default PIN (4-digit extension) 3. Follow menu prompts 4. Reset PIN a. 4 digits b. Non-sequential c. Different digits 5. Press the **Connect** soft key when alerted of a message **OR** 6. Press the ⊠ button to access voicemail	1. Press the **DND** soft key to enable 2. Press the **DND** soft key again to disable