Soft keys
- These are the four keys located directly below the screen.
- These keys will change depending on the status of your line (idle, off-hook, connected, etc.)

To Place, Answer and End Calls
- Pick up or hang up the handset, OR
- Activate the headset or speaker phone, OR
- Use soft keys: Redial, New Call, Dial, Answer or End Call, where appropriate.
- Dial 9 for an outside call
- Dial 9-911 emergency services.

Hold and Resume a Call
- While on a call, press the Hold button. (The Hold icon displays)
- To return to the call, press the Resume soft key.

Call Waiting
- To answer the ringing call, press the flashing green line button. Your phone puts the original call on hold automatically and connects the ringing call.
- To swap back to call on hold, press the swap soft key.

Transferring Calls
- With an active call, Press the Transfer soft key. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension to which you want to transfer your caller. You will now connect to this phone.
- Press the Transfer soft key again. You are now disconnecting yourself from the call and connecting the other callers.
- To cancel a transfer, press the Cancel soft-key. Then press the Resume soft-key to reconnect with the original caller.
- Hanging up without pressing Transfer the second time places the call on hold. If this occurs, use the Resume soft-key to get the caller back.
- You cannot use Transfer to redirect a call on hold. Press Resume and then restart the transfer.

Transfer Options:
- **Blind**
  - Press the Transfer button, dial number, hang up or press Transfer button again. It should indicate “Call Transferred Successfully”
- **Consult**
  - Press Transfer button, dial number, wait on the line, announce call, hang up or press Transfer button again.
- **Direct to voicemail**
  - Press the Transfer button, press Asterisk* (star) key, dial extension, hang up or press Transfer button again.
Forwarding Calls:
- Press the Fwd All soft key. You will hear two beeps.
- Dial the extension to which you would like to forward the calls, or press the Msgs soft key to forward all calls to your voice mail.
- To cancel, press the Fwd Off soft key once.

Conference Calls:
- During a call press the Conf soft key. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension or phone number that you would like to add to the conference.
- Optional: Before the next step, you may press the Swap soft-key to toggle between the new caller and the existing callers.
- Press the Conf soft key again to combine all parties together in conference.
- Repeat to add additional callers (up to six total).
- To add caller held on other line, press Conference soft key and then press the other line button.
- Press ConfList soft key to view list of participants.
- Conferencing phone only may press Remove soft-key to remove highlighted caller on Details screen from the conference.

Features Menu/ User Options:
- Press the Apps soft key button and select Preferences
  - Ringtone
    - Set, Play, or Cancel.
  - Contrast
    - Use the Navigation bar to change the contrast on your screen.
    - Press the Save soft key or press Cancel to exit.
- Press the Apps soft key and select Call History for Call History
  - Select Call History. The list by default, shows missed calls
  - To see Placed and Received Calls, select the All Calls soft key
- Press the Contacts soft key for the Corporate Directory
  - Select Corporate Directory
    - Search for extensions or people by first name, last name, or extension.
    - Search parameters are not case sensitive.
    - Note: Users will only be in the directory if they have a VoIP phone and if they have a direct line.