

BASIC USAGE GUIDE

To answer a call:

1. Pick-up the handset, press the speaker button, press the HEADSET button (for a wired headset) or press your wireless headset call pickup button.

To hang-up a call:

1. Return the handset to the cradle, press the speaker button, press the X button (for a wired headset) or press your wireless handset call pickup button.

To make an external call:

1. Pick-up the handset, press the speaker button, press the headset button (for a wired headset) or press your wireless headset call pickup button.
2. Dial the number. Please note: there is no preceding digits such as 0 or 9 to "get an outside line".
3. As you can dial different length numbers, the system will wait 5 seconds after the last digit, or you can press # to dial immediately.

To make an internal call:

1. The process is the same as making an external call, except you can dial the 4-digit internal extension number.

To transfer a phone call:

1. While talking to the other party, press the **TRANSFER** button / soft key.
2. Dial the 4 digit internal extension number of the person you want to transfer the call to. Press # or wait a few seconds.
3. If the person does not answer, or does not want the call, you can end the second call by pressing the **X** button, then pick-up the first call again by pressing the green flashing **LINE** button.
4. If the person does answer, and wants the call, press the **TRANSFER** button again to send the call through.

To put a call on hold:

1. Press the **HOLD** button / soft key.
 - a. To call another extension, press the **NEW CALL** soft button
 - b. Dial the extension and press # or wait a few seconds
 - c. When you are done talking on the second call, simply hang up, or press the **X** button
2. To pick-up the first call again, press the green flashing **LINE** button, or the **RESUME** soft key.

To make a conference call:

1. Connect the first party by either calling them or picking up an incoming call.
2. Press the **CONFERENCE** soft button. This will put the first call on hold.
3. Dial the third party. This can be an internal or external number.
4. Press the **CONFERENCE** soft button again to join all three parties.

Do Not Disturb (DND):

DND is used to stop incoming calls. When the extension is in **DND**, it will also be skipped during call group hunting.

Parking A Call:

1. While on a call, press the **Park <#>** button. Depending on your configuration, you may have one or more Park buttons. The button will turn red. This indicates a call is currently parked against the button.

Retrieving A Call:

1. To retrieve a call that is currently Parked, press the red Park button, then pickup the handset.