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Answer a call

1. Answer an incoming call
- If you are not on another call, lift the handset or press the Speaker button to answer the call using the speakerphone.

Make a call

1. Lift the handset, or press Speaker or Headset (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Redial Function

1. From the Phone screen, press Redial.
2. The phone redials the last number or a list of the most recent numbers that you have dialed appears from which you can select a number to redial.
3. If you are working with a redial list, scroll to the number to call and press Call or OK.

Holding and resuming a call

1. Select the active line you want to put on hold.
2. Press Hold.
3. Press Resume, OK button, or the line button of the held call to retrieve the call.

Call transfer

1. On an active call, press or tap the Transfer softkey (the black button which says 'transfer' when on a call). The phone displays the Enter transfer destination screen.
2. Enter the phone extension number of the Destination line
3. To complete the transfer, press the Complete softkey.

Pick up any call within your office (if configured to individual team members)

1. Scroll right from the Phone screen to gain access to the Features screen.
2. If necessary, scroll down to Directed Call Pickup and press OK or just press the corresponding line button.
3. Answer the call using the extension number and then press Enter or OK.

Transfer to voicemail (If configured)

1. Press the black softkey 'send to vm' (4) to transfer a call to your voicemail whilst your phone is ringing.

Access voicemail (if configured)

1. To log in to your voice mail, press the Message button.
2. Follow the voice prompts to playback your voice messages.

Mute a call

1. Press Mute during a call so that the other person on the call cannot hear you. Your mute button will light up blue to indicate it is on.
2. Press Mute again to unmute the call. The light goes off.

Call Parking (If Configured)**Park a call**

1. Press the first free call park button, noting the call park number.
2. Hang up the phone.

Call Park Retrieval

1. Pick up the handset.
2. Press the relevant call park button as per above.
3. Press the connect soft key.