

# Basic Call Features

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### Placing a Call


#### Using the handset:

- 1. Pick up the handset.
- 2. Enter the number
- 3. Tap **Send**.

#### Using the speakerphone:

- 1. With the handset on-hook, press .
- 2. Enter the number and tap **Send**.

#### Using the headset:


- 1. With the headset connected, press .
- 2. Enter the number and tap **Send**.

### Answering a Call

#### Using the handset:

Pick up the handset.

#### Using the speakerphone:

Press .

#### Using the headset:


Press .

### Ending a Call

#### Using the handset:

Hang up the handset or tap the **End Call** soft key.



#### Using the speakerphone:

Press  or tap the **End Call** soft key.

#### Using the headset:

Tap the **End Call** soft key.

### Redial



- Press  to enter the **Placed Calls** list, and then tap the desired entry.
- Press  twice when the phone is idle to dial out the last dialed number

## Call Hold and Resume

To place a call on hold:

Press  or tap the **Hold** soft key during an active call.



To resume the call, do one of the following:

- If there is only one call on hold, press  or tap the **Resume** soft key.
- Otherwise, tap the call you want to resume, and press  or tap the **Resume** soft key



## Call Transfer

You can transfer a call in the following ways:



### Blind Transfer

1. Press  or tap the **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press .

### Semi-Attended Transfer

1. Press  or tap the **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press  or tap the **Transfer** soft key when you hear the ring-back tone.

### Attended Transfer

1. Press  or tap the **Transfer** soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press  or tap the **Transfer** soft key when the second party answers


## Call Forward

To enable call forward:

This is done through the CommPortal:



1. Select **Forward if Unavailable** on the right hand side of CommPortal
2. Select **another phone**
3. Enter a number from your "Saved number list" or enter a temporary number.
4. Click **OK**

## Call Conference

1. Tap the **Conference** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press  or tap **Conference**.
3. Tap the **Conference** soft key again when the second party answers. All parties are now joined in the conference.
4. Tap the **End Call** soft key to disconnect all parties.

**Note:** You can split the conference call into two individual calls by tapping the **Split** soft key.

## Call Mute and Un-mute


- Press  to mute the microphone during a call.
- Press  again to un-mute the call.

## Voice Message

When one or more voice messages is waiting in the message center, the "message waiting" indicator will show on the idle. The power indicator LED will also slowly flash red.

To listen to voice messages:

**Note:** Ensure the voice mail code is already configured on the phone. You can reset through CommPortal

1. Press  or **Connect**
2. Follow the voice prompts to listen to your voice messages.