Basic Phone Features

Placing a Call Options
Lift the handset and dial the number.
Enter the number, press the Dial soft key, and then lift the handset.
Press any available button, dial the number, then lift the handset.
Press the NewCall softkey, dial the number, and then lift the handset.
Press a speed dial button then lift the handset.
Press Headset to Place a Call.

Answering a Call Options
Lift handset.
If you are using a headset, press Headset.
To use the speakerphone, press Speaker or Answer.

Ending a Call Options
Hang up.
If you are using a headset, press Headset or EndCall.
To end a speakerphone call, press Speaker or EndCall.

Muting a Call
To activate, press the Mute key.
To deactivate, press the Mute key again.

Using the Help Feature
Press the Help feature key for main menu.
For information about a specific key, press the Help feature key, then the key you need information on.

Transferring a Call
With call in progress, press Transfer softkey.
Call is placed on hold. Dial extension number.
Wait for party to answer, and announce caller. To return to original call, press EndCall softkey then Resume softkey.
Otherwise, press Transfer softkey again to release call.

Holding a Call
With call in progress, press Hold softkey.
To return to call, press Resume softkey.

Setting Call Forward
On primary line, press the CFwdAll softkey while phone is idle. You will hear two beeps.
Enter * (star) and the four digit extension number to forward to. If forwarding to an external number, you will enter the ten digit telephone number. To forward to voicemail, press the Messages feature key. To cancel, press CFwdALL soft key again.

Placing a Conference Call
With first call in progress, press More softkey then the Confrn softkey when it appears. First call is placed on hold.
Place next call then press Confrn softkey.
To end conference call, all but one party must hang up.
Maximum number of possible participants is 6.

To View a List of Conference Participants
While on an active conference call, highlight the active conference.
Press the More soft key
Press Conflist. Participants are listed in the order they joined the call, with the most recent at the top.

To Remove a Participant from the Conference Call
Highlight the participant you want to remove from the Conference List.
Press the Remove soft key.
Note: You must be the conference initiator to remove participants.

Using the Join Feature
For two+ connected calls, use the navigation bar. Highlight first call, then press the Select softkey.
Repeat for each call to add. With any selected calls highlighted, press the Join softkey (may need to press the More soft key first).

Diverting a Call to Voicemail
To send active/ringing call to your voice mailbox, press iDivert softkey.
iDivert may not be available to all users

Using Call Pickup
To answer ringing call on phone within pickup group, press available line key, then press PickUp softkey. Call will begin ringing on your phone.
Press the Answer softkey to answer the call.

Adjusting Volume Settings
To adjust receiving volume, press volume control key up (+) or down (-) when the handset, headset, or speakerphone is in use.
To save volume setting for future calls, press the Save softkey.
While phone is idle, the volume control key will adjust ringing volume.

Accessing Voice Mail Remotely
Dial 816.235.5000.
Press * (star) when the voice mail system answers.
Enter your 4 digit extension number and press # (pound).
Enter your password, then # (pound).
Press 2 to access your voice mail.

To use Speed Dial buttons, follow these steps
Users with a six line set, will simply press the programmed button on their set and the number will automatically dial.
Users with a two line set or users utilizing the Abbreviated Dials, will press the number of the abbreviated dial they set up, then press the AbbrDial soft key and the number will be dialed.
Basic Phone Features, cont.

Changing the Ring Type
Press the **Settings** soft key
Choose **User Preferences**
Choose **Ring**
Use navigation bar to highlight **Ring Type** option. Press **Select** soft key.
Use navigation bar to scroll through ring types. To hear ring type, press **Play** softkey while highlighted.
Press **Select** softkey while highlighted to choose ring type.
Press **Save** to keep.

To view your Missed, Placed or Received call history
Press the **Directories** button.
Press the **Navigation** button to highlight the desired option log.
Press the **Select** soft key to display the information.
To make a call from a call log entry, press the **Dial** soft key.

To view a Corporate Directory listing
Press the **Directories** button.
Press the **Navigation** button to highlight the Corporate Directory.
Press **Select**.
Use the **dial** pad to specify letters to use to search for names.
Press the **Navigation** button to highlight the desired listing.
To dial this listing, press the **Dial** soft key.

Direct Transfer
To transfer two current calls to each other without staying on the line:
Scroll to highlight any call on the line.
Press **Select**.
Scroll to highlight the second call.
Press **Select**.
With one of the calls highlighted, press the **DirTrfr** soft key.
The two calls are now connected to each other and you are dropped from the call.