



Available features may vary. Provided feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

Programmable Top Keys: one line key plus up to 28 other buttons may be programmed on dynamic touchscreen.

Message Waiting Indicator (Voicemail)

Soft keys: four state-based keys that line the bottom of the screen. If available, tapping the *More* key exposes additional options.



Basic Call Handling

Make a call

Lift the handset then enter the phone number, extension, or code you wish to dial. Tap **Send** to initiate the call or wait for it to go through.

Most deployments should be sure to dial 1 before an out of area phone number.

Answer a call

Lift the handset then begin speaking to the caller.

Alternately, the **Answer** soft key, **Speaker** button, or **Headset** button may be pressed to answer an incoming call.


End a call

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


Speaker

Press the speaker  button to use speaker audio mode.


Headset

Press the headset  button to use headset mode audio (must have a headset attached).

Volume

Press the volume  buttons to adjust volume for your ringer when idle or audio mode while on a live call.

Mute




Press the mute  button to mute your audio while on a call. Press again to disengage.

Advanced Call Handling

Hold



Press the hold  button or **Hold** soft key to place an active call on hold.

To resume a held call,

- When only one is on hold, you can resume a held call by pressing one of the following:  button, (blinking) line key, or **Resume** soft key.
- When there are more than one calls on hold, use the  and  buttons to select the desired call on the display then press **Resume**.

Blind Transfer (Unannounced)



Blind transfers pass through the caller ID of the originating caller to the third party.

- Tap **Transfer** soft key or  button
- **Input** the destination extension or phone number
- Tap **B Transfer** soft key or  button to complete the transfer

*To transfer directly to an extension's voicemail box, use *90 plus the extension as the destination number.*

Announced Transfer

Announced transfers allow you to speak with the third party before completing the transfer.

- Tap **Transfer** soft key or  button
- **Input** the destination extension or phone number
- Remain on the line while the second call connects.
 - To complete the transfer after speaking with the third party, either hang up, tap **Transfer** soft key, or  button.
 - To cancel the transfer and go back to the first party, tap the **Cancel** or **EndCall** soft key (your first call will still be on hold).

Conference (Three Way) Call

- Tap the **Conference** soft key
- **Input** the third party's extension or phone number
- Remain on the line while the second call connects.
 - To complete the conference tap **Conference** soft key
 - To cancel the third party instead of joining them tap the **Cancel** or **EndCall** soft key (your first call will still be on hold).

While on a conference call, you can do the following:

- *Hang up: this ends the entire conference for all three parties.*

- *Manage: Tap this soft key to remove a person from the conference, Mute one person in the conference (called "Far Mute") or Hold one person in the conference (called "Far Hold").*
- *Split: Tap this soft key to place both calls on hold on your phone separately.*

Park

Park is a 'shared' hold. A parked call can be accessed by all desk phones at the site.

To park a call:

- Tap **More**
- Tap **Park**
- **Listen** to the prompts that will guide you to enter an extension to park a call on your own extension or someone else's.
- The voice prompts will **confirm** that your call has been parked . You may hang up.

To un-park a call:

- **Dial** *88
- **Listen** to the prompts that will guide you to un-park a call from your own extension (press #) or someone else's (extension followed by #).
- Call will be retrieved and sent to your phone immediately (do not hang up).


Call Forwarding

Call forwarding of your personal line/extension may be done from the phone.

- To turn forwarding on, dial *72 followed by the extension of phone number to forward calls to. Pick up the phone to send the command.
- To turn forwarding off, dial *73. Pick up the phone to send the command.

Advanced Features

Redial

Press the redial  button to view the *Placed Calls* list then tap the desired call on the screen. To place the selected call, either pick up the phone or tap the **Send** soft key.

Voicemail

To access voicemail, press **Message**  button. Follow the voice prompts to manage voicemail messages and greetings.

If messages are being sent to the phone, the message waiting indicator light will blink to signal a new message has been received.

History

Tap the **History** soft key to access a log of the most recent missed, placed, and received calls.

Do Not Disturb

Tap the **DND** soft key to turn do not disturb on or off.

While DND is enabled, all direct calls to your extension or direct phone number will go directly to your voicemail box. You may make outbound calls normally.

Call Center Agent Features

Phones that are part of a call center are configured with additional features to allow agents to log in and out of the call center and change their availability within it.

Login/Logout

If you are part of a call center group, your phone will be equipped with a *Login/Logout* button that will allow you to log in and out of the call center.

- To log into the call center tap the **Login** soft key.
- To log out of the call center tap the **Logout** soft key.

The *Login* soft key is only visible when you are currently logged out. The *Logout* soft key is only visible when you are currently logged in.

Availability

While logged in, you will also have the ability to manage your availability with codes setup of your system administrator. For a list of available codes and their intended use, see your administrator.

- To change your state to Unavailable, tap the **Unavail** soft key then enter the appropriate code for the state you wish to use.
- To log out of the call center tap the **Avail** soft key.

When you first log in, your availability is *Available* to signal to the call center you are ready to take calls.

The line key icon will indicate your availability as follows:



Logged Out



Logged In, Available



Logged In, Unavailable



Wrap Up