



Call HOLD

The HOLD button is location on a soft key under the phone LCD screen (4 keys) OR the Hard Key with the double phone icon next to your handset.

Calls on Hold will display “Hold” – Also, the entire running time of your call will be displayed regardless if it is on Hold or Active.

- Resume Call – Touch Resume to get back to your held call
- Held Calls – Will say “Hold”
- Active Calls – Will have a green screen



End Call

Press End Call OR hang up the receiver to end a call



Transfer

Press Transfer – To transfer a call

After pressing Transfer, you will hear a Dial Tone, dial the Ext. to Transfer the call to and then Press Transfer one more time.



Conference

Press Conference to create a Conference Call

Dial your first call, then Press Conference – you will get a Dial Tone – then dial your 3rd party, when that party answers the call – Press Conference again. All calls are now joined.

Once in a conference call you will see the words “Cancel” or “Split”

Cancel – Pressing this key while on a conference call will disconnect the newest call you joined to the Conf.

Split – Pressing this key during a conference call will split both calls, automatically putting one call on Hold and the other will show on your screen green and active. This allows you to stop a conference call at any time and go back and forth between both calls without them hearing the other.

Touch More – For additional features or shortcuts for your phone, see your system Administrator to see which features are enabled for your phone.