



SOFT KEYS (Displayed On Screen)

Features available based upon the state of your phone.

PLACE A CALL

Internal

- Lift handset, press the **Speaker** button, line button or the **New Call** soft key

- Dial the extension

External

- Lift handset, press the **Speaker** button, line button or the **New Call** soft key

- Local—dial 9 + 7 digit number for 440 area code
- Long distance—dial 9 + 1 + 10 digit number

CALL HOLD

Place a Call on Hold

- During a call, press the **Hold** button

Retrieve a Call on Hold

- Press the **Resume** soft key or the blinking button next to the screen

LAST NUMBER REDIAL

- Press the **Redial** soft key

TRANSFER A CALL

- During a call, press the **Transfer** button
- Dial the number
- Announce the call
- Press the **Transfer** soft key or **Transfer** button to complete the transfer, and hang up

To Cancel a Transfer

If the person you attempt to transfer a call to is not available:

- Press the **Cancel** soft key
- Press the **Resume** soft key to return to the original call

PLACING A 911 CALL

- The 911/Emergency key is the bottom button to the right of the screen (shown in image above). It will dial 911 as soon as handset is picked up and the line key is pressed.

ACCESING THE DISTRICT DIRECTORY

- To view the corporate directories, press the **Directories** button
- Press the down arrow to select the Corporate Directory and press the **Select** button
- Enter the first few characters of the first and/or last name of the person that you wish to reach
- Press the **Search** soft key
- To place a call to one of the phone numbers from within the directory, **lift the handset** or press the **Dial** soft key

LEAVE A QUICK MESSAGE IN A MAILBOX WITHOUT CALLING THE EXTENSION:

- Lift handset
- Press * and the extension
- Leave message
- Hang up