Placing a call:
- Lift handset (receiver), then dial number*
- For hands-free (using headset or other device): press the New Call soft key, then dial number or press Speaker, then dial number
  *You must dial 9 for all off-campus numbers.

Ending a call:
Hang up handset or press the End Call soft key

Placing a 2nd call (and place 1st call on hold):
Press the Hold soft key then press the NewCall soft key, then dial number

Answering a call:
- Lift handset or
- For hands-free, press the Answer soft key or press Speaker

Muting a call: (disables microphone)
- Press the Mute button to activate
- Press the Mute button again to deactivate

Placing a call on hold:
- Press the Hold soft key
- Press the Resume soft key or your line button to resume call

Conference Calls:
- Adding someone to a call: while on a call, press the More soft key followed by Confrn soft key (places the first party on hold and opens another line)
- Dial another number; when the party answers, press Confrn soft key again and the conference is complete (all parties can talk to each other)
- To see who is on the call, press More soft key and then Confli soft key. The star (*) key indicates a call’s originator
- To remove a conference caller, use the Navigation buttons to highlight the party, then press Remove

Immediately divert/forward incoming call to voice mail:
- Press the iDivert soft key

Transferring a call:
- During a call, press the Transfr soft key (places call on hold)
- Dial the second number (to transfer call to)
- To directly transfer the party, press the Transfr soft key to complete the transfer
- To speak to the recipient prior to transferring, wait for recipient to answer, speak to him/her then press Transfr to release the call and hang up
- To cancel the transfer, press the Resume soft key

For more information, please visit:
http://www.pugetsound.edu/phones

---

**A soft key is a button for which the function changes (Labels on LCD screen change when you receive, answer or place a call).

**A line button is pre-labeled and the functionality does not change.
Join multiple calls (create a conference call from two separate calls):
- Remain on the line with one of the callers
- Use the Navigation buttons to highlight the held call
- Press the More soft key
- Press the Join soft key

To answer incoming Call Waiting call:
- Press the Answer soft key button when you hear the call waiting beep (first call automatically goes on hold)
- Use the Navigation buttons to alternate between calls
- Press Resume soft key to resume call with selected call

Call Forwarding:
- Press the Cfwdall soft key
- Dial the number to which you want to forward the call
  Note: dial 1500 to forward to voicemail or press Messages
- To deactivate, press Cfwdall soft key

Do Not Disturb/DND:
- To use this feature, press more twice then select DND

Call Pick Up— to pick up a call ringing on another extension:
- Lift handset, press More twice and press the PickUp soft key

Call Park— to hold a call and retrieve it at another extension:
- While on the call, press the Park soft key
- LCD screen will display a Park Code, which you will want to memorize or write down, as you’ll need it to retrieve the call
- Hang up the call at current location
- To retrieve the Parked Call, lift handset and dial the Park Code

Redialing the last number called (for internal calls only):
Lift handset, then press the Redial soft key

Dialing a Missed Call:
- Press the Directories button and press 1 for Missed Calls
- Use the Navigation buttons to highlight the number you would like to dial
- Press Dial for on-campus (internal) calls
- Press EditDial and add the prefix 9 for dialing off-campus (external) calls

Using Directories to your advantage:
Press the Directories button, then press
1: Missed calls
2: Received calls
3: Placed calls
4: Personal directory
5: Corporate directory (where you can search by name through the entire campus directory)

Viewing and retrieving missed, received or placed calls:
- Press Directories button
- Use Navigation buttons to highlight either missed, received or placed calls
- Press Select or press the number associated with the respective directory

To use the Corporate Directory:
- Press Directories
- Press 5 for the Corporate Directory
- Enter name by typing in letters of either first name, last name or phone number
Note: to type the letter “L” for example, you would press the 5 button three times (once for J, twice for K, three times for L)

For more information, please visit:
http://www.pugetsound.edu/phones