



Hardkeys:

- If using headset or speaker press to connect/disconnect call
- Last number redial Listen to voicemail
- Mute - caller can still be heard, but cannot hear agent

Transfer call:

- + short dial → If extension picks up, press again to complete transfer
- If no answer and to return to call

Softkeys:

- Hold Caller is on-hold and hears music Resume Resume call
- GPickup Group pick up - press softkey then lift handset
- Go DND Do Not Disturb Extension again targeted for incoming calls
- Conf Press during call, dial third party, press again to connect all parties



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