




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 **EndCall** and **Resume** 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

Go Avail

Extension again targeted for incoming calls

Conf

Press during call, dial third party, press

Conf

again to connect all parties