Calling features

Auto Answer

Auto Answer prompts your phone to automatically answer incoming calls after one ring.

Your system administrator sets up Auto Answer to work with your speakerphone.

Auto Answer with speakerphone

Keep the handset in the cradle to auto answer with your speakerphone. Otherwise, calls ring normally and you must manually answer them.

Auto Barge

Auto barge, if configured, allows you to barge into a shared line call automatically.

For example, in a shared line scenario, when you go off-hook and a call remote is already in use, you can barge into the call automatically.

Call Forward All

Call Forward All allows you to forward calls on your phone to another number. Call Forward All applies to all calls that you receive.

You can set up Call Forward All directly on your phone. To access Call Forward All remotely, go to your User Options web pages.

When forwarding calls from your phone, enter the call-forward target phone number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.

- Set up call forwarding

Forward calls

Procedure

Step 1	Press the **Feature** button.
Step 2	Select Call Forward All Use the Navigation pad to scroll.
Step 3	Press the **Feature** button.
Step 4	Listen for the confirmation tone, then enter the phone number to which your calls will be forwarded. A visual confirmation displays on your screen for as long as the feature is enabled.
Step 5	To cancel call forwarding, repeat Step 1-2.

When you lift the handset, you will hear a call forward confirmation tone until you cancel call forwarding. The visual confirmation turns off when Call Forward All is canceled.

Call Pickup

Call Pickup allows you to answer a call that is ringing on a co-worker's phone by redirecting the call to your phone.

You may use Call Pickup if you share call-handling tasks with co-workers.

There are two ways you can pick up a call:

- Pickup—Allows you to answer a call that is ringing on another phone within your call pickup group.

  If multiple calls are available for pickup, your phone picks up the oldest call first (the call that has been ringing for the longest time).

- Group Pickup—Allows you to answer a call on a phone that is outside your call pickup group by using a group pickup number (provided by your system administrator).

Your system administrator sets up the call pickup group you are in and the call pickup buttons depending on your call-handling needs and work environment.

Answer call using Pickup

Procedure

Step 1	Press the **Feature** button.
Step 2	Select Pickup. Use the Navigation pad to scroll.
Step 3	Press the **Feature** button to transfer a ringing call within your pickup group to your phone.
Step 4	Lift the handset to connect the call.

Answer call using Group Pickup

Procedure

Step 1	Press the **Feature** button.
Step 2	Select Group Pickup. Use the Navigation pad to scroll.
Step 3	Press the **Feature** button.
Step 4	Enter the group pickup number to answer a call on a phone outside your pickup group.
Step 5	Lift the handset to connect the call.

Call Waiting

Call Waiting provides cues to notify you that a new call is ringing on your phone when you are talking on another call, including:

- A call waiting tone (single beep)

- A display of the second incoming call on the phone screen

Respond to call waiting notification

Procedure

To answer the ringing call, press the **Hold/Resume** button.

Your phone puts the original call on hold automatically and connects the ringing call.

Codes

Codes allow you to place a call using a billing or tracking code. Your phone supports Forced Authorization Codes (FAC), provided by your administrator, which allow you to manage call access and accounting. The Forced Authorization Codes feature requires that the user enter a valid authorization code before the call connects.

Place call using Forced Authorization Code

Procedure

Step 1 Dial a number.
Step 2 After the tone, enter the Forced Authorization Code (FAC).

Conference

Conference allows you to talk simultaneously with multiple parties. When you are talking on a call, use Conference to dial another party and add them to the call. You can remove individual participants from the conference if your phone supports the feature.

You can set up a conference by using the Hookflash feature on the phone. You can only include three participants in a conference. Use the hookflash feature to drop a participant from a conference. The conference ends when all the participants hang up.

Set up conference

Procedure

Step 1 Verify that you are on an active call (not on hold).
Step 2 Press and release the hookswitch to get a dial tone.
Step 3 Dial the party's number.
Step 4 (Optional) Wait for the recipient to answer.

Or skip to Step 5 while the call is ringing.

Step 5   Press and release the hookswitch again.
The conference begins.

Drop party from conference

Only the conference host can drop a party from a conference.

Procedure

Step 1   Verify that you are in a conference.

Step 2   Press and release the hookswitch.
The party who joined last is dropped from the conference.

Hookflash

Hookflash allows you to activate features on your phone by quickly pressing and releasing the hookswitch button on the phone cradle rest.

Activate features with Hookflash

You can use hookflash to:

- Answer a call

- Initiate a conference call

- Remove a conference participant

Hold

Hold allows you to put an active call into a held state.

Hold call

Procedure

Step 1   To put a call on hold, press the **Hold/Resume** button .

The party that is put on hold hears the preset music.

Step 2 To resume the call, press the **Hold/Resume** button ⏸.

Mute

Mute allows you to block audio input for your handset and speakerphone, so that you can hear other parties on the call but they cannot hear you.

Mute phone

Procedure

Step 1 Press the **Mute** button to turn mute on.

Step 2 Press the **Mute** button again to turn mute off.

Plus Dialing

Plus Dialing allows you to press and hold the "*" key for at least 1 second to add a plus "+" sign as the first digit in a phone number for international dialing. It applies only for off-hook dialing.

Dial an international number

Procedure

Step 1 Press and hold the "*" key for at least 1 second.
The + sign is entered as the first digit in the phone number.
The corresponding tone stops to indicate that the * has changed to a + sign.

Step 2 Dial the international number.

Redial

Redial allows you to call the most recently dialed phone number by pressing the Redial button.

Redial number

Procedure

To redial a number, press the **Redial** button .
You can be off-hook or on-hook when you press this button.

Shared lines

Shared lines allow you to use one phone number for multiple phones.

You may have a shared line if you have multiple phones and want one phone number, share call-handling tasks with co-workers, or handle calls on behalf of a manager.

For example, if you share a line with a co-worker:

- When a call comes in on the shared line:
  - Your phone rings and the phone light strip flashes amber.
  - Your co-worker's phone rings and the phone light strip flashes amber.

- If you answer the call:
  - Your phone screen displays a connected icon for the shared call.
  - Your co-worker's phone screen displays a remote-connected icon for the shared call.

    If auto barge is enabled, you can auto barge a call by going off-hook or make a new call.

- If you put the call on hold:
  - Your Phone screen displays an on-hold icon for the shared call.
  - Your co-worker's phone screen displays a remote-hold icon for the shared call.

    Your co-worker can pick up the call.

Transfer

Transfer allows you to redirect a connected call from your phone to another number.

- You can redirect a single call to another number that you specify.
- You can connect two calls to each other (without remaining on the line yourself).

Transfer call

Procedure

Step 1   Verify that you are on an active call (not on hold).

Step 2   Press the **Transfer** button .

Step 3   Enter the transfer recipient's phone number.

Step 4   (Optional) Wait for the recipient to answer.
(Or, skip to Step 5 while the call is ringing.)

Step 5   Press the **Transfer** button again or hang up to complete the transfer.

Toggle between calls before completing transfer

After you connect to the transfer recipient—but before you transfer a call to this party—you can press the Hold/Resume button to toggle between the two calls. This allows you to consult privately with the party on each call before you complete the transfer.