Using Softkeys

If your telephone has a display, it may have a series of eight or more buttons directly below the display. These buttons are softkey buttons and give you access to certain features assigned to those buttons. You can activate available softkey features by pressing and then the softkey below the feature abbreviation. If the feature you want to use is not on the bottom line of the display press until you see the feature you wish to access. When the feature is active an arrow appears above the feature.

Autodial (AD)

To program/reprogram an AD button.
1. Pick up handset. Note: For speakerphone users, press a call appearance button or press Speaker

Conference

To add another party to a call (for a total of up to 6 parties).
1. While on the line with the first party (do not press hold) press Conference
2. Dial number of new party and wait for answer.
3. Again, press Conference
4. Repeat steps 1 through 3 for additional conference connections.

To add a call you have put on hold to another call to which you are connected.
1. Press Conference
2. Press call appearance of call on hold (first call).
3. Again, press Conference
4. Repeat steps 1 through 3 for additional conference connections.

Drop

Allows user to disconnect the last party added to a conference call.

Send All Calls

To send all calls to coverage (usually voice mail).
Note: Can be done while done on the phone.
1. While on-hook, press softkey below SAC, an arrow will light above the symbol (for softkey users)
Or Press Send All Calls
>Green light will come on next to button.
Or Dial Send All Calls access code *3.

To cancel Send All Calls
1. While on-hook, press softkey below SAC, arrow will go out (for softkey users)
Or Press Send All Calls
>Green light will go out.
Or Dial Send All Calls access code #3.

View Button (display feature)

To view the feature stored on a call appearance/feature button
Or the last number you dialed
Or a number stored on an autodial button (where applicable)
1. Press the softkey below View
Or Press View

Exit/Normal (display feature)

When you are ready to leave a Display or Softkey Mode and return to Normal Display Mode press Normal or Exit

Hold

To put a call on hold press Hold

To answer a new call while active on another.
2. Press softkey below Prog or Press Program
Or Dial AD Program access code *0.
3. Press AD button to be programmed.
4. Dial outside number, extension, or feature access code you want to store (up to 24 digits).
5. Press the AD button to be programmed again or press #.
6. Repeat Steps 3 through 5 to program additional buttons.
7. Hang up.
To place an AD call press selected AD button.

**Button View (display feature)**
To view a number stored on an Autodial button.
1. Press Btn Vu
2. Press the Autodial button and telephone number is shown on the display.
3. See Exit/Normal section for instructions on how to exit this special display mode.

**Automatic Call Back**
To automatically place another call to an extension that was busy or did not answer.
1. During a call attempt, press softkey below AutCB or Dial Auto Call Back access code *5.
2. Hang up. Note: You hear a 3-burst ii hi hi again and the two parties will be connected.

1. Press Hold
2. Press call appearance of incoming call.
To return to held call press call appearance of held call.

**Inspect (display feature)**
When a call comes into a display phone, information about the call is shown on the phones display. If a second call comes in while on line with the first the information about the second call is displayed for 30 seconds. If you missed this information or if you want to see information on a line placed on hold then press Inspect

See Exit/Normal section for instructions on how to exit this display mode.

**Reset Speakerphone**
Note: You can use this feature only if the Reset Spkr label or symbol appears under the Speaker button.
If your Speaker button light is flashing or to adjust the speakerphone to the surrounding room acoustics.
1. While on-hook, press Shift/Select and then press the Speaker button.
> You will hear a series of tones.

**Test**
To test the lights and display (if applicable) on your telephone.
1. Press and hold down (you may have to press Shift/Select first)
> Green Test light goes on.
> Button lights go on in two separate groups, and, if your terminal has a display, all display segments fill in.
2. To end test, release Test

**Time/Date (display feature)**
To see time and date.
1. Press softkey below TmDay.
Or Press Time/Date
> Display will return to normal in 5 seconds.

**Transfer**
To send present call to another extension on campus or within your office.
1. Press Transfer
2. Dial number where call is to be transferred.
3. If you would like to announce the transfer you can wait for second party to answer, make the announcement then press Transfer again and the two parties will be connected.
priority ring when both you and the called extension are idle, you may then pickup handset to place second call.

**To Cancel Automatic Call back**
press the Autocall back button again or dial cancel code #5.

**Call Pickup**
To answer a call placed to a member of your pickup group, usually a phone within earshot.
1. Press softkey below CPkUp
Or Press Call Pickup
Or Dial Call Pickup access code #4.

---

Or Press Call Forward
Or Dial Call Forward access code *2.

2. Dial extension or number where calls will be sent.
3. Hang up.

**To cancel Call Forwarding.**
1. While on-hook, press softkey below Cfrwd (for softkey users)
Or Press Cancel Call Forward
Or Dial Call Forward cancel code #2.

2. Dial extension or number where calls will be sent.
3. Hang up.

---

If you would prefer not to announce the transfer, then press Transfer and the two parties will be connected.

**Call Forward**
To park a call at your extension (for retrieval at any extension).
You may press softkey below Cfrwd (for softkey users),
Or Press Call Park
Then hang up.
Or do this:
1. Press Transfer
2. Dial the Call Park access code *6.
3. Dial the extension where call is to be parked.
4. Press Transfer again and then hang up.

**To retrieve a parked call from any extension.**
1. Dial the Answer Back access code #6.
2. Dial the extension where the call is parked.