

Green Quick Reference Guide T54



Basic Call Handling

Make a Call

- Pick up the handset, enter the number, and then press the Send soft key. For hands-free calling, press the Headset or Speaker key and dial the number and press Send.

Answering a Call

- Lift the handset or for hands-free operation, press the Headset key or Speaker key, then the Answer soft key.

Ending Calls

- To end a call replace the handset or press the End Call soft key.

Advanced Call Handling

Call Hold

To place a call on hold

- Press the Hold key during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press the Hold key or Resume soft key.
- If there is more than one call on hold, use the navigation keys to highlight the desired call, and then press the Hold key or Resume soft key.

Call Transfer

Blind Transfer: transfers a call directly to another party without consulting.

- Press the Transfer key or Transfer soft key during an active call. The call is placed on hold.
- Enter the number you want to transfer to.
- Press the Transfer key or Transfer soft key to complete the transfer.

Semi-Attended Transfer: transfers a call when the target phone is ringing.

- Press the Transfer key or Transfer soft key during an active call. The call is placed on hold.
- Enter the number you want to transfer to, then press the Send soft key.
- Press the Transfer key or Transfer soft key again when you hear the ring-back tone.

Advanced Call Handling Cont.

Attended Transfer: transfers a call with prior consultation.

- Press the Transfer key or Transfer soft key during an active call. The call is placed on hold.
- Enter the number you want to transfer to, and then press the Send soft key.
- When the second party answers the call, announce the call then press the Press the Transfer key or Transfer soft key to complete the transfer.

Call Forward

To enable:

- Press the Menu soft key when the phone is idle. Select Features, then Call Forward.
- Select the desired forward type using the navigation keys:
 - Always Forward:* incoming calls are immediately forwarded.
 - Busy Forward:* incoming calls are immediately forwarded if the phone is busy.
 - No Answer Forward:* incoming calls are forwarded if not answered after a period of time.
- Enter the destination number you want to forward to.
- For No Answer Forward, press the left/right navigation keys to select the desired ring time to wait before forwarding from the After Ring Time field.
- Press the Save soft key to accept the change.

To disable:

- Press Menu, then select Features, then Call Forward.
- Select the forward type.
- Tap the Off radio box to disable.

Conferencing

- Press the Conference soft key during an active call. The call is placed on hold.
- Enter the number of the second party, and then press the Send soft key.
- Press the Conference soft key again when the second party answers. All parties are now joined in the conference.
- Press the End Call soft key to disconnect all parties.
- Note: you can split the conference call into two individual calls by pressing the Split soft key.

Do Not Disturb

- Press the DND soft key when the phone is idle. You will see the DND icon display in the status bar indicating this feature is enabled.
- To disable, press the DND soft key again.

VoiceMail (available for Professional & Executive users only)

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

- Press the Voice Mail key or the Connect soft key.
- Follow the voice prompts to listen to your voice messages.

Key Descriptions



Headset Key

Activates a headset that is connected to the phone for making and receiving calls without lifting the handset.



Mute Key

Mutes the microphone so that your caller cannot hear you.



Messages Key

Access voicemail messages.



Hold Key

Places a call on hold or resumes a held call.



Redial Key

Redials previously dialed number.



Transfer Key

Transfers a call to another party.



Speaker Key

Activates the speaker-phone for making and receiving calls without lifting the handset.



Volume Control Key

Adjusts the volume for handset, headset, ringer, and speaker.