ANSWERING CALLS

To answer an incoming call

- Using the handset:
  Lift the telephone handset.
- Using the speaker:
  Press the Speaker key.
- Using a headset:
  Press the Answer key.
- If you are in the Personal Directory, Call History or Menu screens:
  Press the Line Key to view the caller information, then use one of the methods listed above to answer the call.

Note: If you are changing any settings on your phone or adding a Personal Directory or Speed Dial entry, your changes will be discarded if you press the Line Key to view the incoming call.

To reject an incoming call

- Press the Reject softkey.

The call will be routed in accordance with your defined forwarding conditions.

INCOMING CALL RINGING TONES

Different ring tones can be used to distinguish between internal, external, and auto answer (intercom-call) calls. The cadences of the ring tones are established through
configuration parameters. For more information about the incoming call ringing tones for your system, contact your system administrator.

**Note:** Soft Ring is only valid for SIP@Net platforms. Contact your system administrator to determine if Soft Ring is available on your system.

**PLACING CALLS**

**EXTERNAL CALLS**

**To place an external call**

Calls made to numbers that are outside of your system usually require an outside line access code.

1. **Lift the handset, press the Speaker key, or press the NewCall softkey to receive dial tone.**

   *Figure 7.8* NewCall softkey

2. **Enter the outside line access code using the keypad (8, for example) if required, then enter the telephone number of the outside party.**

   You can use the Delete softkey to delete the last digit (backspace).

   *Figure 7.9* Enter number (external call)

3. **Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.**

   *Figure 7.10* Dial softkey
The call proceeds to the dialed party.

**Note:** You can also dial the number, then lift the telephone handset or press the Headset softkey to initiate a call.

**INTERNAL CALLS**

**To place an internal call**

1. **Lift the handset, press the Speaker key, or press the NewCall softkey to receive dial tone.**

   ![NewCall softkey](image1)

   Figure 7.11  NewCall softkey

2. **Enter the internal extension number.**
   You can use the Delete softkey to delete the last digit (backspace).

   ![Enter number (internal call)](image2)

   Figure 7.12  Enter number (internal call)

3. **Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.**

   ![Dial softkey](image3)

   Figure 7.13  Dial softkey

The call proceeds to the dialed party.

**Note:** You can also dial the number, then lift the telephone handset or press the Headset softkey to initiate a call.
STAR CODES AND PIN CODES IN PLACED CALLS
PIN code masking may be enabled on your phone. If it is enabled, all digits dialed after the * are replaced with “x” on the display and in the phone’s Call History. The number also cannot be dialed using the Recall key on the phone.

Each digit after the star code appears on the display for 2 seconds before it is changed to an “x”, to allow time to verify the dialed digit.

**Note:** PIN code masking is not used when entered Speed Dial Keys or Personal Directory entries.

**CALL DURATION**

**DT710 (ITL-6DE) phone**
Call duration is displayed in MM:SS format for the first hour of a call, and then HH:MM format for the remainder of the call.

**Figure 7.14** Call timer for DT710 (ITL-6DE) phone

**DT730 (ITL-8LD, ITL-12D, ITL-24D, ITL-32D) and DT730G (ITL-12DG, ITL-12CG) phones**
Call duration is displayed in HH:MM:SS format.

**Figure 7.15** Call timer for DT730 (ITL-8LD, ITL-12D, ITL-24D, ITL-32D) and DT730G (ITL-12DG, ITL-12CG) phones

**ENDING A CALL**
To end a phone call, hang up the phone handset or press the EndCall softkey.

**Figure 7.16** EndCall softkey
REDIALING A NUMBER
To redial the last number that was dialed from the phone, press the Redial key.

Figure 7.17  Redial Key for DT710 (ITL-2E) phones

Figure 7.18  Redial from Cursor Pad for DT710 (ITL-6DE) and DT730 (ITL-8LD, ITL-12D, ITL-24D and ITL-32D) phones

HOLD/RESUME A CALL

To hold/resume a call

1  While on a call, press the Hold key to place the call on hold.

Figure 7.19  Hold Key

If the SIP server supports music-on-hold, the other party hears music-on-hold.

2  To resume the held call, press the Hold key, or press the Resume softkey.

Figure 7.20  Call on Hold and Resume softkey

- DT710 (ITL-6DE) Phones: On hold duration is displayed in MM:SS format for the first hour, and then HH:MM for the remainder of the call. The maximum duration is 99:59:59.

Note: During a held call, you can dial another party by pressing the NewCall softkey, which provides dial tone.
BASIC PHONE OPERATION

Basic Call Operation

If you have problems reconnecting to a call after it is put on hold, press the EndCall softkey to terminate the call.

USING A HEADSET TO MAKE AND RECEIVE CALLS

If you have a headset attached to your phone and your phone has been configured for the headset (see "To enable an external headset" on page 4-67), you can either use the telephone handset or your headset when you make and receive calls.

Note: You cannot attach a headset to DT710 phones.

To make calls with your headset

If you are using a headset, it is assumed that the telephone handset in the on-hook position when you are making calls.

1. Press the NewCall softkey to receive dial tone.
2. Enter the telephone number.
3. Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.

Note: You can also dial the number, then press the Headset softkey to initiate a call.

4. A Headset icon displays on the LCD along with the call information.

To answer calls with your headset

If you are using a headset, it is assumed that the telephone handset in the on-hook position when you are answering calls.

1. While the telephone is ringing, press the Answer key.

2. A Headset icon displays on the LCD along with the call information.
Figure 7.23 Headset icon and Headset softkey

3 If you want to transfer the call to your telephone handset, lift the telephone handset to continue the call. If you want to transfer back to the headset, press the Headset softkey, then place the telephone handset back on-hook.

Note: While you are on a call, if you press the Headset softkey while the telephone handset is on-hook, your call will be dropped. Make sure you pick up the telephone handset to continue your call before you press the Headset softkey.

To transfer the current call to your headset

1 While on a call using the telephone handset, press the Headset softkey to transfer the call to your headset, then place the telephone handset back on-hook.

Figure 7.24 Headset icon and Headset softkey

2 A Headset icon displays on the LCD. If you want to transfer the call to your telephone handset, pick up the telephone handset again.

Note: While you are on a call, if you press the Headset softkey while the telephone handset is on-hook, your call will be dropped. Make sure you pick up the telephone handset to continue your call before you press the Headset softkey.

CALL WAITING/CONCURRENT CALLS

Note: The call waiting feature and maximum number of concurrent calls you can receive is determined by your system administrator.

If you have call waiting on your phone line, you will hear a tone in your handset and the call indicator lamp flashes when another call on the line is waiting for consultation.

To answer the other incoming call (Call Waiting)

1 You will hear a tone that indicates you have another call. Also, the Call Indicator Lamp on the phone will flash.
Do one of the following:

- **To review the caller information before answering the call**: Press the Line Key, and then press the Answer key to take the call, or press the Reject softkey to reject the call.

- **To answer the call without reviewing the caller information**: Press the Answer key.

The current call is put on hold, and the new call is answered.

When you have completed the call, press the EndCall softkey to end the call and return to your original call.

Press the Hold key or the Resume softkey to resume the original call.

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**To place a second call (Concurrent call)**

If it is enabled by your system administrator, you can place a new call while you are on another call. They will be treated as two separate phone calls, and you cannot conference the calls or transfer one call to the other call.

For information on conferencing two calls, see “Conferencing Calls” on page 7-111.

1. Press the Hold key to place the current call on hold, then press the NewCall softkey to get dial tone.

2. Enter the phone number you want to call.
BASIC PHONE OPERATION

Call Transferring and Conferencing

3. Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed. The call proceeds to the dialed party.

4. When you have completed the call, press the EndCall softkey or press the switch hook to end the call and return to your original call.

5. Press the Hold key or the Resume softkey to resume the original call.

CONCURRENT CALL SHUTTLE

To switch between calls

Using the Shuttle softkey, you can switch between two concurrent calls.

- Press the Shuttle softkey to switch between the calls.

- Press the Shuttle softkey again to switch back to the other call.

CALL TRANSFERRING AND CONFERENCING

CONFERENCING CALLS

The phones support 3 party conferencing.
Conference Reminder Tone
A Conference Reminder tone may be enabled on your phone. If enabled, a reminder tone is played periodically when you have established a 3-party conference call from your telephone. You may also hear the phone if you a called party on another 3-party conference that was established from another phone enabled for the conference reminder tone.

To conference two calls

1. While on a call, press the Conf key, or press the Conf or Conference softkey.

   **Figure 7.32** Conf key on DT710 (ITL-2E) phone
   
   ![Conf key on DT710 (ITL-2E) phone]

2. Use the key pad to dial the telephone number of the party to be joined in the conference.

3. Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.
   a. If you decide not to complete the conference, the new call can be terminated by pressing the EndCall softkey.

4. Press the Conf key, or press the Conference softkey after the other party has answered their phone to complete the conference.
HOLD/RESUME CONFERENCE CALL

To hold/resume a conference call

1. While on a conference call, press the Hold key, or press the Hold softkey to put the call on hold. The other parties in the conference call will hear music on hold.

   Figure 7.36 Conference on hold

   | Thu, Apr 22 12:32 PM | 1/1 |
   | (+18475559875)       |     |
   | Wroblewski, Victoria (646) |
   | 00:01:11             |

2. To resume the conference call, press the Hold key, or press the Resume softkey.

To call another party while on a conference call

   Note: This feature may not be available on all systems. For more information, contact your system administrator.

1. While on a conference call, press the Hold key, or press the Hold softkey to put the call on hold. The other parties in the conference call will hear music on hold.

2. Press the NewCall softkey to start a new phone call.

   Figure 7.37 Start a new call

   | Thu, Apr 22 12:32 PM | 1/1 |
   | (+18475559875)       |     |
   | Wroblewski, Victoria (646) |
   | 00:01:11             |

3. Use the key pad to dial the telephone number of the party to be joined in the conference.

4. Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.

   Note: This call is treated as a separate phone call and cannot be added to any 3-party conference call that is in progress.

CONFERENCE SPLIT

To split a conference call

1. Start a 3-way conference call with two other parties.

   Note: You can only split a conference call that you have initiated.

2. Press the Split softkey to split the conference into two separate calls.
**Call Transferring and Conferencing**

**Figure 7.38** Split softkey

Each party is now treated as a separate phone call.

**Note:** After you have split a conference, you cannot rejoin the calls in a conference without having one party hang up so you can start a new 3-way conference call.

**CONFERENCE SHUTTLE**

The Conference Shuttle feature allows you to switch between two separate phone calls, putting one on hold while you are on the other call, before you join the calls in a conference.

**Note:** You cannot shuttle between calls after you have joined two calls in a conference call.

**To switch between two calls**

1. **While on a call, press the Conf key, or press the Conf or Conference softkey.**
   
   **Figure 7.39** Conf key on DT710 (ITL-2E) phone

2. Use the key pad to dial the telephone number of the party to be joined in the conference.

3. Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.
4 After you have connected to the second call, press the Shuttle softkey to switch between calls without joining them in a conference.

**Figure 7.42** Shuttle softkey

The LCD will display the information for call you are currently on.

5 To join the two calls into a conference, press the Conf or Conference softkey.

**Note:** After you have joined two calls in a conference call, you can no longer use conference shuttle since the calls are now in one single conference call.

### ENDING CONFERENCE CALLS

**Hang Up while conferencing**

- **If you are establishing a conference call and want to hang up on the person you are calling, press the EndCall softkey.**

  If you hang up the telephone handset or press the Speaker key while the phone for the new call is still ringing, the other two parties are connected in a blind transfer call.

  **Note:** Do not hang up the telephone handset or press the Speaker key unless you want the two calls to be connected in a blind transfer call. You can hang up the telephone handset or press the Speaker key after you connect with all the callers.

- **To end a three party conference call, press the EndCall softkey or hang up the telephone handset. You will disconnect from both parties, but they will still be connected with one another until they each hang up their telephone.**

**TRANSFERRING CALLS**

**Note:** Transfer operations cannot be completed if the person you are trying to transfer the call to places you on hold, or if the call from you is placed in a held state before the transfer operation completes. The operation fails and you remain connected to the caller the same as before you started the transfer operation.

**Attended transfer**

An Attended Transfer is when you consult with the other party before transferring the call. You connect the two callers, and you are then disconnected from the call.

1 While on a call, press the Transfer key.
**Basic Phone Operation**

**Call Transferring and Conferencing**

**Figure 7.43** Transfer Key

This puts the current call on hold so you can start to transfer the call.

1. Use the key pad to dial the telephone number to which the call is to be transferred.
2. Press the Dial softkey, or wait a few seconds for the call to be automatically dialed.

**Figure 7.44** Transfer to Number

4. After the other party answers the call, you can speak to that person before you transfer the call.
5. Press the Transfer button to transfer the original call to the new party. You will be disconnected from both calls.

**Blind transfer**

A blind transfer is when the call transfers immediately to the dialed extension without waiting to see if the extension rings or is picked up.

If the other caller does not answer or rejects the call, the call is routed to voice mail or according to forwarding conditions. If there is no voice mail or forwarding conditions set for the line you transfer to, the call will continue to ring.

1. While on a call, press the Transfer key.

**Figure 7.45** Transfer Key

This puts the current call on hold so you can start to transfer the call.

2. Press the Blind softkey, then use the key pad to dial the telephone number to which the call is to be transferred.

**Figure 7.46** Blind softkey

3. Press the Dial softkey, or wait a few seconds for the call to be automatically dialed.
The call is immediately transferred when the number is dialed. You will be disconnected from both callers.

If your system administrator has enabled forwarding to external numbers, you may be able to transfer calls to external numbers. You will be disconnected from both calls when your phone dials the external number.

**Unattended transfer**

An Unattended Transfer can be done, when you want to verify that the dialed extension rings, or if you want to do a blind transfer where you do not wait to see if the other caller answers the call but you did not use the Blind softkey.

If the other caller does not answer or rejects the call, the call is routed to voice mail or according to forwarding conditions. If there is no voice mail or forwarding conditions set for the line you transfer to, the call will continue to ring.

1. **While on a call, press the Transfer key.**

   **Figure 7.47** Transfer Key

   ![Transfer Key](image)

   This puts the current call on hold so you can start to transfer the call.

2. **Use the key pad to dial the telephone number to which the call is to be transferred.**

   **Figure 7.48** Transfer Call

   ![Transfer Call](image)

3. **Press the Transfer key or hang up the telephone handset. You will be disconnected from both calls.**

**TRANSFER SHUTTLE**

If you are doing an attended transfer and you are connected to both parties, you can shuttle between the two calls before you transfer the calling party to the other party.

**To shuttle between calls during an Attended Transfer**

1. **While connected to both parties, press the Shuttle softkey.**
BASIC PHONE OPERATION
Call Transferring and Conferencing

Figure 7.49  Transfer Shuttle

You will be connected to the original caller. To continue to switch between the two callers, press the Shuttle softkey.
You can also press the Conf or Conference softkey to connect both callers to you in a three party conference call.

TRANSFER SPLIT

To split calls into two calls when transferring (Transfer split)

A Transfer Split can be done when you have started a transfer and then want to keep each call as a separate call. After you split the calls, you will not be able to continue a transfer between the two callers.

1  While on a call, press the Transfer key.

Figure 7.50  Transfer Key

2  Use the key pad to dial the telephone number of the party to be transferred, then press Dial softkey, or wait a few seconds for the call to be automatically dialed.

3  Press the Split softkey to split the transferred call into two separate calls.

Figure 7.51  Split Call

You will stay connected to each party, but each will be treated as a separate phone call.
You can use the Shuttle softkey to switch between calls.
ADVANCED MESSAGING FEATURES

MESSAGE WAITING INDICATION
The DT700 phones have a call indicator lamp at the right top corner of the unit that lights steadily when a voice message has been left. An icon also displays on call status screens. Depending on your system configuration, you may also see an indication of how many messages you have.

Figure 7.52 Message Waiting icon

ACCESSING VOICE MAIL
Note: This feature may not be available on all systems.
To access the voice mail box for your system from the phone, do one of the following.

DT710 (ITL-2E) phone
- Press the Message key on your phone.

Figure 7.53 Message key

DT730 (ITL-8LD, ITL-12D, ITL-24D, ITL-32D) and DT730G (ITL-12DG, ITL-12CG) phones
- Press the Voicemail softkey.

Figure 7.54 Voicemail softkey
Figure 7.55  Voicemail softkey from Call screen