

## Placing Conference Calls

You can place a conference call with up to three internal or external parties (for a total of four parties, including yourself).

### To place a conference call:

1. While on the first call, press the **Conference** button to place the call on hold. CALL NEXT PARTY TO CNF appears.
2. Place a call to the next conference party (for external calls, press the **Outgoing** button or the Outgoing Call access code [8 is the default code], and then dial the number).
3. After the party answers, announce the conference, and then press the **Conference** button to place the call on hold. If necessary, repeat this step to add the remaining conference party.
4. Press the **Conference** button again or the **CONNECT TO CNF** menu button (Model 5340 only) to start the conference. CNF IN PROGRESS appears.

## Adding a Conference Party

You can add a conference party during the conference.


### To add a conference party:

1. Press the **Conference** button or the **ADD PARTY** menu button (Model 5340 only). This leaves the conference parties connected.
2. Place a call to the party to be added to the conference, and then announce the conference. Press the **Conference** button (twice) or the **CONNECT TO CNF** menu button (Model 5340 only) to add the party and rejoin the conference.

## Transferring a Conference

You can transfer an existing conference to another extension.


### To transfer a conference:

1. During the conference, press  (Transfer), and then dial the extension number.
2. Announce the conference (if desired), and then hang up. CONFERENCE TFR from <name> appears on the called party's display. The party must then press the flashing **Conference** button to connect to the conference.

## Dropping Out of a Conference

You can drop out of a conference and return to the conference later.

### To drop out of a conference:

Press the **Conference** button or  (Hold), and then hang up. ENTER EXTENSION NUMBER appears. This removes you from the conference but leaves the other parties connected.


### To return to the conference:

Press the flashing **Call Key** button. CONFERENCE WAS HOLDING appears, and you are reconnected to the conference.


## Ending a Conference and Placing all Parties on Hold

You can end a conference and place all conference parties on Individual Hold, allowing you to toggle between the held parties and speak to one party at a time.

### To end a conference and place all parties on Individual Hold:

Press the **Conference** button, and then press  (Hold). CONFERENCE PARTIES ON HOLD appears.

### To toggle between the held callers:

Press  (Hold) twice for internal parties or the applicable **Call Key** button for external parties.


## Using Record-A-Call

### NOTE

This feature is not supported for peer-to-peer (P2P) calls. Contact your system administrator for more information.

You can use Record-A-Call to record an ongoing call as a mailbox message.<sup>1</sup> You can then retrieve the message from your voice mailbox. The Record-A-Call feature stays active after the other party hangs up, so you can add to the recorded call with your own message.

### To use Record-A-Call:


1. While on a call, press  (Special), and then dial **385**, or press the **RECORD-A-CALL** menu button (Model 5340 only). REQUESTING RECORD-A-CALL appears.
2. Enter the voice mailbox number where you want the recording to be saved. RECORD-A-CALL IN PROGRESS appears, and both you and the calling party hear a confirmation tone (if enabled).

### NOTE

Your system administrator can assign the Record-a-Call voice mailbox destination. If so, you do not need to enter the voice mailbox number.

### To stop Record-A-Call:


Do one of the following:

- Press  (Special), and then dial **385**.
- Press the **CANCEL RECORDING** menu button (Model 5340 only).
- Hang up.

## Using Group Listen

You can use Group Listen to activate the speaker while you use the handset or headset to continue speaking. This allows other people to hear the other party on the call while the other party can only hear you (through the handset microphone). You cannot use Group Listen in Handsfree Mode.

### To use Group Listen:

While on a call, press  (Special), and then dial **312**. GROUP LISTEN ON appears, and you hear a confirmation tone. The other party does not hear the confirmation tone. Dial **312** again to turn Group Listen off.

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1. This feature may or may not be enabled for your system.