

- b Speak to the recipient before transferring by pressing the **Conslt** soft key. After consultation, press the **Yes** soft key to complete the transfer, or press the **Cancel** soft key to abandon the transfer and return to the original call.
- c Consult by intercom by pressing the **More** soft key, and then pressing the **Intcom** soft key.
- d Send the call to the recipient's voice mailbox by pressing the **More** soft key, and then pressing **To MB**.

Making a Conference Call

To conference a party into a connected call:

Step 1 Press the Conference button . The call is put on hold.

Step 2 Dial the extension of the party you would like to conference.

Step 3 Press the **Confrn** soft key to ring the party directly.

or

Dial the number and press the **Conslt** soft key to speak with the recipient before ringing him or her into the conference call. After consultation, press the **Yes** soft key to complete the conference call, or press the **Cancel** soft key to return to the original two-party call.

Step 4 Repeat to add additional parties.

With the appropriate permissions (set by your system administrator), you can conference up to six parties into a single call.

After a conference is established, you can use the **Show** soft key to display all conferenced parties. If you wish to disconnect a party, scroll to the party's entry and press the **Drop** soft key.

Using the Intercom

The Intercom function allows you to connect with another party without ringing the party through a call line. Both you and the recipient must be using a ShoreTel IP phone and have permission to use this feature (set by your system administrator). To intercom another party:

Step 1 Press .

Step 2 Dial the party's extension, or press the custom key associated with the extension.