**Sign into or Sign out of Your Microsoft Online Account**

You can sign into or sign out of your Microsoft online account on the phone.

**To sign into your Microsoft online account:**
1. Tap **Sign in**.
   - You will be connected to the Company Portal automatically.
2. Follow the on-screen prompts. Make sure to login with your email using **lastname_firstname@ad1.columbusstate.edu**
   - If you select shared mode, you can only place calls, receive calls and join the scheduled Teams meetings.

**To sign out of your Microsoft online account:**
1. Tap **Settings** -> **Sign Out**.

**Change Your Presence Status**

Your presence information is a quick way for other people to see your availability status. You can change it manually if you want to.

**To change your presence status:**
1. Tap **at the top-left corner of the touch screen.**
2. Tap the presence status field to select a desired status.

**Basic Call Features**

**To place a call:**
1. Tap **on the Calls screen.**
2. Enter the account information of the contact to search and then select the desired contact.
3. Tap **at the top-right corner of the touch screen.**
   - You can pick up the handset, press **or press** to place a call by using the dialer.

**To answer a call:**
1. Do one of the following:
   - Pick up the handset. The call is answered in handset mode.
   - Press **The call is answered in hands-free (speakerphone) mode.
   - Press **The call is answered in headset mode.
   - Tap ** on the touch screen.

**To end a call:**
1. Do one of the following:
   - If you are using the handset, hang up the handset or tap **
   - If you are using the speakerphone, press ** or tap **
   - If you are using the headset, press ** or tap **.

**To mute or un-mute a call:**
1. Press ** or tap to mute the microphone or press it again to un-mute the microphone during a call.

**To place a call on hold:**
1. Tap ** -> **Place call on hold** during an active call.

**To resume the held call:**
1. Tap **Resume**.

**Initiate a Conference Call**

You can initiate a conference call by calling multiple contacts or by inviting other contacts.

**To initiating a conference by calling multiple contacts:**
1. Tap ** on the touch screen.
2. Enter the account information of the participant to search and then select the desired contact.
3. You can add multiple contacts.
4. Tap ** at the top-right corner of the touch screen.

**To initiate a conference call by inviting other contacts:**
1. During a call, tap **
2. Tap **Add people**.
3. Enter the account information of the participant to search and then add members.
4. Tap ** to initiate a conference.

**Call Forward**

You can enable the call forward feature to forward all incoming calls to the desired destination.

**To enable call forward:**
1. Tap ** at the top-left corner of the touch screen.
2. Navigate to **Settings** -> **Calls** -> **Call forwarding**.
3. Turn on **Call forwarding**.
4. Tap the **Forward to** field to select a desired forwarding type.

The incoming calls will be automatically forwarded to the destination you selected.

**Call Transfer**

You can transfer a call in the following ways:

**To perform a blind transfer:**
1. Tap ** -> **Transfer** -> **Transfer now** during an active call.
   - The call is placed on hold.
2. Enter the account information of the contact to search and then select the desired contact.
   - The call is connected to the number to which you are transferring.

**To perform a consultative transfer:**
1. Tap ** -> **Transfer** -> **Consult first** during an active call.
   - The call is placed on hold.
2. Enter the account information of the contact to search and then select the desired contact.
3. After the party answers the call, tap ** beside the transferred contact.
   - It prompts you whether to transfer the call or not.
4. Tap **OK** to complete the transfer.
5. After the party answers the call again, the call is transferred successfully.