

Call handling

Adjusting the call volume

While on a call, you can adjust the volume of an incoming call. The volume is adjusted separately for the device, that is, handset, headset or speaker, that you are currently using.

1. Press the **[+]** **VOLUME** key.
2. Use the plus key (+) and the minus key (-) to adjust the volume.

Muting a call

To ensure that a caller cannot hear you, place the telephone on mute. However, you can still hear the caller. The mute setting remains active even if you switch between calls using hold or appearance buttons. If you change the listening mode, for example, from the handset to the speaker, the mute setting is canceled.

1. To activate mute, press the **[M]** **MUTE** key. The button will be lit while mute is active.
2. To switch mute off, press the **[M]** **MUTE** key again.

Ending a call

Use the Drop key to end the current call.

- Press the **[S]** **SPEAKER** key to end the current call that is on the speaker mode.
- Press the **[H]** **HEADSET** key to end the current call that is on the headset mode.
- Replace the handset to end the current call that is on the handset mode.

Starting a conference

Press the CONFERENCE key to start a conference with all the connected calls and calls placed on hold. Alternatively, to start a conference or to add another party to a conference:

1. Press the CONFERENCE key. The telephone system automatically places the current call on hold.
2. Dial the number of the person that you want to add to the conference.
3. Press the CONFERENCE key again, or press the Join soft key after the call is answered and the person would like to join the conference.
4. Press Drop key and then press the appearance key of the held call if the call is not answered.

Dropping/Muting

While in the conference, press the DROP key, the details menu appears. Scroll through the list of callers in the conference and:

- To drop a caller from the conference, highlight the call and press Drop.
- To mute a caller, highlight the call and press Mute. Repeat this to unmute.
- To return to the call display, press the Exit soft key.

Transferring calls

To transfer a call, your telephone must have an available call appearance button. If all the call appearance buttons are in use, end or park one of the existing calls.

1. Press the TRANSFER key. The telephone system automatically places the current call on hold.
2. Dial the number to which you want to transfer the call. Alternatively, press Dir to select a destination from the directory.
 - To complete the transfer, press the TRANSFER key or press the Complete soft key while the call is still ringing or after it is answered.
 - If the transfer destination does not answer or does not want to accept the call, press cancel.

Transferring to voicemail

You can use the Message key to transfer a call to another user or to the voicemail mailbox of a group.

1. When connected to a call, press the Message key. You can still continue talking.
2. Dial the extension number of the user or group and press Select.

Redirecting calls

Do Not Disturb

When you select Do Not Disturb, the calls are redirected to voicemail if available, otherwise, you hear a busy tone. Calls to any group of which you are a member are not presented to you. You can still use the telephone to make outgoing calls. When you go off-hook, you hear a broken dial tone.

1. Press Features. Use the **[Up]** and **[Down]** arrow keys to highlight Call Settings. Press Select.

2. Use the **[Left]** and **[Right]** arrow keys to change the setting or use the indicated soft key.

Forward Unconditional

Use the Status menu to change the forward unconditional settings.

1. Press the Status soft key, if shown. To access the status menu during a call, press the PHONE key and then press the Status soft key, if shown.

2. Use the Up and Down arrow keys to scroll the menu to Fwd Uncon.

- To switch off Forward unconditional, press the Off soft key.
- To change the forwarding settings, press the Edit soft key. Use the **[Up]** and **[Down]** arrow keys to scroll through the editing options.

- Use the **[Left]** and **[Right]** arrow keys to switch the forwarding on or off.

- Use the **[Left]** and **[Right]** arrow keys to select which calls should be forwarded. The options are *External Only*, *External and Group*, *Non Group Calls* and *All Calls*.

- Select Edit to change the number to which calls are forwarded.

Follow Me

You can redirect your calls temporarily to another extension.

1. Press Features. Use the **[Up]** and **[Down]** arrow keys to highlight Forward. Press Select.
2. Use the **[Up]** and **[Down]** arrow keys to highlight Follow me To. Press select.
3. Dial the number of another user. When the number matches the user, the name appears. Alternatively, use the Dir soft key to select a user from the directory.

Save the selected number as the follow me to destination. All calls to your extension number will be redirected to that destination.

Clear the currently selected or set number.

- Back
- Go back to the previous menu.

Contacts

Adding a new contact

You can add up to 100 personal directory contacts.

1. Press the **[New]** CONTACTS key. Use the **[Left]** and **[Right]** arrow keys to select your Personal directory.
2. To add a contact, press New. To edit a contact, highlight the contact and press Edit.
 - Use the **[Up]** and **[Down]** arrow keys to switch between number and name entries.
 - After you enter the required name and number, press Save.

Add a contact from the call history

You can add a name and number shown in your call history to your personal contacts.

1. Press the **[E]** CALL LOG button. Use the **[Left]** and **[Right]** arrow keys to select the call types: All, Missed, Answered or Outgoing.
2. Use the **[Up]** and **[Down]** arrow keys to scroll through the records.
4. Press Details and then press +Contact.
5. Use the **[Up]** and **[Down]** arrow keys to switch between the name and number details for the new contact.
6. When the name and number are set as required, press Save.

Voicemail

The MESSAGE button indicates new messages in the voicemail mailbox. The button remains lit until you play each new message.

Checking messages

1. Press the MESSAGE button. Enter your voicemail password if requested and press Done.
 2. The numbers shown next to Listen indicate the number of new, old and saved messages.
 3. Highlight Listen and press Select.
 4. Use the ▲ Up and Down ▼ arrow keys to highlight the messages that is New, Old or Saved that you want to listen to and press Select. The details of the first message of that type are displayed.
 5. You can use the ▲ up and down ▼ arrow keys to scroll through the messages.
 6. Use the soft keys to control the playback actions for the current message.
- By default, messages are automatically deleted at a set time after being played. The delay depends on the particular voicemail server, for example, 24 hours for embedded voicemail and 30 days for Voicemail Pro.

Voicemail On/Off

- You can switch on or switch off the voicemail for your unanswered calls. This does not switch off your mailbox; you can still play existing messages and use other functions.
1. Press the MESSAGE button. Enter your voicemail password if requested and press Done.
 2. Use the ▲ up and down ▼ arrow keys to highlight Voicemail.
 3. Press the Select soft key.
 4. Press the On or Off soft key to change the setting.

To setup and use voicemail, use *17 for the first few times. You will get verbal prompts to guide you through initial setup. The default password is 1234 and you may change it using *17. You cannot use repeating digits, consecutive digits or your extension number. Do not use Message button (envelope) to change password.

After the password prompts, you will be prompted to record the name for your mailbox. Press 1 and listen for instructions. Press # to end the recording; it will play back and you may change the recording if you like. You will press 1 to re-record or # to accept.

To transfer a call to vmail:
Press TRANSFER, #, dial 4-digit extension number, press DROP ~~of hang up~~ and hang up.
To leave a message in a mailbox without ringing phone:
Lift handset, press #, dial 4-digit extension number.