


















BUTTONS AND HARDWARE

1		Handset light strip
2		Phone screen
3		Programmable feature buttons
4		Softkeys
5		Navigation Bar Select button
6		Release Button
7		Hold/Resume button
8		Conference
9		Transfer
10		Speakerphone
11		Mute
12		Headset
13		Key Pad
14		Volume control bar
15		Contacts
16		Applications
17		Messages
18		Back Button
19		Handset

DIALING INSTRUCTIONS

INTERNAL CALLING WITHIN YOUR SITE

- Dial the **4** digit extension number

CALLING TO ANOTHER COMPANY LOCATION

- Dial the **8** + phone number

PLACING A CALL OUTSIDE THE SYSTEM

- **Local:** Dial 8 + the Area Code + Number
- **Long Distance:** Dial 8 +1 + Area Code + Number
- **International:** Dial 8 + 011 + Number
- **Emergency:** Dial 8 + 911 or 911

BASIC FEATURES

PLACING A CALL

1. Enter a number using the key pad
2. Go off-hook using one of the follow actions:
 - Lift the handset
 - Press the **Call** softkey
 - Press the **Handset** button
 - Press the **Speakerphone** button

ANSWERING A CALL

There are 5 options for answering a call:

- Lift the **Handset**
- Press the **Answer** softkey
- Press the **flashing amber** session button (next to the line keys, right side of screen)
- Press the (unlit) **Headset**
- Press the **Speaker** button

ENDING A CALL

There are three options for ending a call:

- Hang up the **Handset**. **OR**
- Press the **EndCall** softkey. **OR**
- Press the lit **Headset or Speaker** button.

MUTE

1. Press the **Mute** button. When **Mute** is on, the **Mute** button is lit **red**.
2. To disengage mute, press **Mute** again.

Note: If you are using mute along with the speakerphone, lifting the handset will disengage mute.

HOLD

1. During an active call, press the **Hold** button.
The hold icon displays and the session button pulses **green**.
2. To return to the call, press the **Resume** softkey, **OR**
Press the flashing **green** session button **OR**
Press the **Hold** key again.

LAST NUMBER REDIAL

- Lift the handset and press the **Redial** softkey **OR**
- Press the **Redial** softkey to place the call via **Speakerphone**.

TRANSFER

While on an active call:

1. Press the **Transfer** button.
2. Dial the number to which you are transferring the call.
3. When you hear ringing, press **Transfer** button (No need to wait for the recipient to answer to complete the transfer) **OR**
4. When the party answers, announce the call and press **Transfer** button.

Your call has been transferred so hang up.

Note:

- To get the caller back, simply hit the **Line** button instead of the **Transfer** button a second time.
- Before completing a transfer procedure, you can press the **Cancel** softkey to cancel the transfer or you can press the **Swap** softkey to toggle between calls, allowing you to speak privately with each party.

CONFERENCE

This feature allows you to simultaneously communicate other people while on the same line. While on an active call (either incoming or outgoing or with internal or external parties):

1. With a party already on the line, press the **Conference** button to place the current line on hold and initiate a conference bridge.
2. Dial the number of the party to be added to the conference call.
3. When the caller answers, press the **Conference** button again to add this party to the call.

Repeat to add more participants

** **TIP:** If a conferee cannot join the call, press the **green** flashing line button to go back to the original call.

Note:

- If you are part of a conference call, keep in mind that when you place a caller on hold, music on hold is generated. To avoid disrupting the other callers, consider muting the call instead.
- Before completing a conference procedure, you can press the **Cancel** softkey to cancel conference or you can press the **Swap** softkey to toggle between calls, allowing you to speak privately with each party.

CONFERENCE LIST


- While in a conference, press the **View Details** softkey.

The initiator of the conference call can remove participants by highlighting the participant to remove

- Then press the **Remove** softkey.

VOICEMAIL

New Message Indicators:

- Solid **red** light on handset
- **Message icon on the display of the phone** 

MESSAGES

Automatically dials the voicemail system.

1. Press the **Messages** button.
2. You hear, "**Enter your PIN, followed by pound.**"
3. You will then be greeted by the voicemail main menu.

SOFT FEATURES

FORWARD

Call Forward All allows you to forward calls to your extension to another number (including voicemail).

To forward incoming calls:

1. Without picking up your handset, press the **Fwd All** softkey.
2. Press the **Messages** button to forward all calls to voicemail, **OR**
Dial an **extension number** to where you want your calls re-directed.

TO CANCEL CALL FORWARD

- Press **Fwd OFF** softkey.

DIVERT

- By pressing the **Divert** softkey you will send an incoming call to your voicemail box.

If necessary, scroll to the call before pressing **Divert** softkey.

CALL WAITING

This feature allows you to answer another incoming call.

- If you get a second call while on an existing call, a second session label displays.
- To answer the second call and automatically put the first call on hold, press the flashing **amber** session button.
- To toggle back and forth between the callers, use your **Navigation** bar to highlight the caller on hold and press the **Select** button. The 2nd call will be automatically placed on hold.

CALL PARK

Call **Park** allows you to temporarily store a call which you can retrieve from another phone.

With active call:

1. Press the **Park** softkey, then hang up.
2. Your phone displays a number where the system parked the call.

Make a note of the Call Park number that is displayed and hang up.

- To retrieve the parked call from any other phone in your network and pick up the handset then dial the **Call Park** number.

Note: If your call is not answered in 60 seconds it will ring back to the personal that originally parked the call.

DIAL USING SPEED DIAL KEYS

Speed dial keys **are programmed in the end user self care portal**. Once programmed, information will appear on your phone.

1. Press a programmed speed-dial button (if available) **OR**
2. Enter a speed-dial code while on-hook (no dial tone), then press the **Speed Dial** softkey.

LINE STATUS



Line is in Use



Line is Idle



Line is Ringing






Line is in Forwarded



Line is on Hold

INFORMATION FEATURES


CALL HISTORY

1. Press Applications  then select **Recent** **OR** press the **Recent** softkey.
2. Use the **Navigation** button and **Select** softkey to select the **line** (if applicable) or select **all lines**.
3. Highlight the call from the list using the **Navigation** button.
4. Press the **Edit Dial** softkey (you may have to press the **More** softkey). 
5. To view call details, select a call record and press the **Details** softkey. You may need to press the **more** softkey first.
6. Press the  softkey to return to the Call History screen.


DIAL FROM CALL HISTORY

As you enter a phone number, matching numbers display from your **Call History**. Scroll to the number and press the **Select** button in the Navigation bar **OR** press the **Call** softkey.

You may have to add a 9 before dialing from the list.

1. Press Applications  then select **Recent** **OR** press the **Recent** softkey.
2. Use the **Navigation** button and **Select** softkey to select the **line** (if applicable) or select **all lines**.
3. Highlight the call from the list using the **Navigation** button.
4. Press the **Edit Dial** softkey (you may have to press the **More** softkey).
5. Click **<<** softkey to bring up the **back** feature. Use it to scroll to the front of the number and add a 9 or 91.
6. Press the **Dial** softkey to dial the number (you may have to press the **More** softkey)


Note: If you have other people's extension numbers appearing on your phone, the missed call log will inform you of all calls missed on those lines **too**, not just your primary extension.

7. Press Applications  then select **Recent** OR press the **Recent** softkey.
8. Use the **Navigation** button to select the **line** or select **all lines**.
9. Select **All Lines** or the line that you want to view
10. Press the **Clear** softkey (you may need to press the **More** softkey).



11. Press the **Delete** softkey
12. Screen displays "Are you sure you want to delete the list?" → Press **Delete**.

CORPORATE DIRECTORY

1. Press the **Contacts** button .
2. Use the **Navigation bar** then scroll to **Corporate Directory**.
3. Using the letters on the key pad to enter in the name you are searching for → press **Submit**
OR press enter to list the entire directory → press **Submit**

Note: It is not necessary to enter a complete query to conduct a search. For example, entering J, A, and M could yield James Smith.

PERSONALIZE YOUR PHONE



CHANGE THE LCD CONTRAST



1. Press the **Applications** button.
2. Choose **Preferences > Contrast**.
3. Use the up and down arrows on the navigation pad to adjust the contrast.
4. Press Save to set the contrast, or press Cancel to exit.

CHANGING A RINGER TYPE

You can choose the ringtone, *per line*, that your phone plays to indicate an incoming call.

1. Press **Applications** .
2. Choose **Preferences > Ringtone**.
3. Select the required ringtone.
4. Press **Play** to play the ringtone.
5. Press **Set** to select the ringtone.
6. Press **Apply** to confirm your selection, or press **Cancel** to go back to the Ringtone screen.
7. Press  to return to the **Preferences** screen.

ADJUSTING THE RINGER VOLUME

1. While **NOT** on an active call,
2. Press the **Up** or **Down Volume** button to hear a sample ring.
3. As the ring plays, press the **Up** or **Down Volume** button to adjust volume to the desired level.

ADJUSTING THE HANDSET, SPEAKERPHONE AND HEADSET VOLUME

1. While on an active call,
2. Press the **Volume** button to increase or decrease the volume of your **Handset, Speakerphone** or **Headset**.
3. The volume setting will only be changed for the option being used.
4. Silence the ringer on your phone by pressing the left side of the volume button *once* while an incoming call is ringing in.

NOTES
