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Making Calls

If you are not already on a call, just dial the number. The first available appearance button is used for the call. Alternatively, press another appearance button in order to hold your current call and to make a separate call.

Answering Calls

A slow flashing appearance button indicates an alerting call. This may also be accompanied by ringing and by the message lamp flashing. If you are currently not on a call:

- To quiet the ringing, press **Ignore**. The call will continue alerting visually.
 - To redirect the call to your mailbox, press **To VM** if shown.
 - To answer the call using the handset, lift the handset.
 - To answer the call handsfree, press the **SPEAKER** key.
 - To answer the call on a headset, press the **HEADSET** key.
- Once you have answered the call, you can switch between different talk modes:
- To switch to using the handset, simply lift the handset.
 - To switch to handsfree, press the **SPEAKER** key. If you were using the handset you can now replace it.
 - To switch to headset mode, press the **HEADSET** key. If you were using the handset you can now replace it.
 - Pressing the call's appearance key or any other appearance key will put the call on hold.

Answering Another Call

If you are already on a call, answering a new call automatically puts the existing call on hold.

- To answer the call, press the appearance button.
- Alternatively, using the up/down cursor keys, scroll the display to highlight the waiting call and select the action you want to apply; **Answer**, **To VM**, **Ignore**, or **Drop**.

Diverting a Call to Voicemail

You can transfer directly to your voicemail mailbox any call targeted at you.

- If the call is not the currently highlighted call on the display, use the up/down cursor keys to highlight it.
- Press **To VM** to redirect the call to your mailbox.

Transferring Calls

You can transfer calls even if no call appearance buttons are available.

1. Press Transfer. The current call is put on hold.
 2. Dial the number for the transfer. Alternatively, press Dir to select a destination from the directory, or press Redial if applicable.
- To complete a supervised transfer, press Complete after the call has been answered.
 - To complete an unsupervised transfer, press Complete while the call is still ringing.
 - If the transfer destination does not answer or does not want to accept the call, press Cancel.

Transferring Calls to Voicemail

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

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

Do Not Disturb

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

- Press **Features**. Use the up/down cursor keys to highlight **Call Settings**. Press **Select**.
- Select **Do Not Disturb**.
- Press **Change** to change the setting.
- Press **Save** to save the setting.

Forward Unconditional

You can change your forward unconditional settings using the Features menu.

- Press **Features**. Use the up/down cursor keys to highlight **Forward**. Press **Select**.
- Use the up/down cursor keys to highlight **Forward Unconditional**. Press **Select**.
- **To switch on/off:** Highlight **Fwd Unconditional**. Press **On** or **Off**. If no destination is currently set, the display jumps to the destination field.
- **To select which calls:** Highlight **Call Type**. Press **Change** and when the required option is displayed press **Save**. Options are **External Only**, **External and Group**, **Non Group Calls** and **All Calls**.
- **To set the destination:** Highlight **Destination**. Press **Edit** and enter the number required or press **To VM** to forward to voicemail.

Follow Me

You can redirect your calls temporarily to another extension.

- Press **Features**. Use the up/down cursor keys to highlight **Forward**. Press **Select**.
- Use the up/down cursor keys to highlight **Follow Me To**. Press **Select**.
- Dial the number of another user or press **Dir** to select from the directory. Press **Save**.

Redialling a Previous Number

- Press **Redial**. Use the up/down cursor keys to scroll through your most recent outgoing calls.
- Press **Call** to call the number displayed in the call record.

Set a Callback

If your call to an internal user is not answered, or if the status of the user is set to **Do Not Disturb**, you can press **CallBack** and end the call attempt. When the user ends their current or next call, or disables their DND status, the system calls you. When you answer, the system automatically makes another call attempt to the internal user.

Calling a Person from the Contacts List

- Press the **CONTACTS** key. The directory menu is displayed.
- Use the left/right cursor keys to select the type of directory entries you want to display; **All**, **Personal** (your own personal directory contacts), **External**, **Users**, and **Groups**.
- Use the up/down cursor keys to scroll through the list. Alternatively, you can use the number keypad to enter the name for which you want to display matching entries. If you dial a name, press **Clear** to return to the full list.
- To view more details of the highlighted name, press **Details**. To return to the directory, press **List**.
- When the required entry is highlighted, press the **Call** button.

Calling From Your Call Log

You can use your call history to make calls:

- Press the **CALL LOG** button. Use the left/right cursor keys to select which calls are shown: **All**, **Outgoing**, **Incoming** or **Missed**.
- Use the up/down cursor keys to scroll through the records.
- Press **Call** to call the number displayed in the call record.

Muting a Call

Muting a call stops the far end from hearing you although you can still hear the far end.

- To activate mute, press the **MUTE** key. The button will be lit while mute is active.
- To switch mute off, press the **MUTE** key again.

Ending a Call

- The Drop button can be used to end the currently highlighted call.
- If the call is on the phone's speaker, the **SPEAKER** key is lit. Pressing the key again will end the call.
- If the call is on the phone's headset, the **HEADSET** key is lit. Pressing the key again will end the call.
- If the call is on the phone's handset, replacing the handset will end the call.