



No.	Name	Description
11	Voicemail	Used to dial the configured voice mail number to receive a voice message.
12	Headset	Used to toggle your call from the speaker to headset.
13	Speaker	Used to turn on the speaker.
14	Volume	Used to adjust volume of a handset, a speaker, or a ringtone. (+): To increase the volume. (-): To decrease the volume.
15	Mute Button	Used to mute and unmute the outgoing audio.

No.	Name	Description
1	Beacon LED	Displays green light for the Voice mail and messages visual alert. Displays green and red light during an active call.
2	Phone display	Displays two areas: 1. Top Bar: It is always visible, displays communication and device status, and time and date. 2. Application area displays the following: <ul style="list-style-type: none"> Application header: it displays the context specific application title, and one or more subtitles. The header is always empty on the Phone screen. Application content area: it displays menus, lists, pop-up windows, images, or other application content. Softkey labels area: it displays labels with information about the state of the Soft Key buttons.
3	Line Keys	Used to select the corresponding rows. Each line key has a LED that displays the following visual alerts: <ul style="list-style-type: none"> Red light: disabled features. Green light: incoming call and enabled features. Red and green light: phone is off-hook.
4	Softkeys	Used to select the corresponding label of context-specific actions.
5, 7	Navigation cluster	Used to navigate on the Phone screen. <ul style="list-style-type: none"> Up and Down arrow keys: to scroll up and down. Right and Left arrow keys: to move cursor in the text input field, and to toggle values in the selection fields. OK button: to select the action assigned to the first soft key.
6	Phone Key	Displays the Phone screen.
8	Main Menu	Displays the list of options, such as Features, Applications, Settings, and Network Information.
9	Contacts	Displays the entries in your Contacts list.
10	Recent	Displays call history list.

Answer a Call

- ◆ Pick up the handset or press SPEAKER or press ANSWER or press HEADSET
- ◆ If you are already on another call, press ANSWER and the first call is put on hold and the second call is answered

Make a Call

- ◆ Pick up the handset or press SPEAKER or HEADSET or touch an idle call appearance line
- ◆ Dial the number including any outside line digits and/or area codes

Place a Call on Hold

- ◆ While on the call, press HOLD
- ◆ Press the call appearance line of the held call to retrieve it

Transfer a Call

- ◆ With the call active, press TRANSFER which places the call on hold
- ◆ Dial the number to whom you wish to transfer the call
 - ◆ To look up someone in the Contacts list dial *411 and enter the first few characters of the first or last name of your contact.
 - ◆ Enter the number that matches your desired contact.
- ◆ Stay on the line to tell the caller you are transferring a call, or just press COMPLETE or hang up to complete the transfer
- ◆ If the caller cannot take the call, press DROP and then select the call appearance button of the held call

- ◆ To transfer a caller to someone's voicemail, with the call active press *99 and enter the extension of the mailbox
- ◆ Press COMPLETE to complete the transfer

Parking a Call

- ◆ With the call active, press the transfer key then dial *59xx (01-99) from the phone
- ◆ Notify the user that you have parked a call for them on the applicable park position (i.e. *5901)
- ◆ To retrieve a parked call, dial *59xx (01-99) (i.e. *5901) where the call is parked

Do Not Disturb

- ◆ Press *78# to turn on Do Not Disturb
- ◆ Press *79# to turn off Do Not Disturb

3 Way Conference

- ◆ Dial the first party and wait for an answer
- ◆ From the Phone screen, press **MORE > CONF** and the call is put on hold
- ◆ Dial the number of the next party and wait for an answer
 - ◆ To look up someone in the Contacts press *411 and enter the first few characters of the users first or last name find your contact and then press the appropriate number option of the contact.
- ◆ When they answer, press **JOIN** soft key

- ◆ To add another party, press **CONF** and dial the number of the person
- ◆ If they agree to join the call, press **JOIN** soft key

- ◆ If the caller cannot join the call, press **DROP** and then select the call appearance button of the held call

- ◆ Press **HOLD** to put the conference on hold

- ◆ Press **DETAILS** to view the list of participants
 - ◆ To drop a participant of the conference, scroll to their name in the list and press **DROP**
 - ◆ To mute a participant of the conference, scroll to their name in the list and press **MUTE**

Call Log/History

- ◆ Access the call log
 - ◆ Press the **Call Log** button
 - ◆ The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
 - ◆ If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
 - ◆ The phone also shows a **Call Log** icon at the top.
 - ◆ Use the left and right cursor keys to select which call log records you are viewing. The options are **All**, **Outgoing**, **Incoming** and **Missed**
 - ◆ Use the up and down cursor keys to scroll through the records.
- ◆ Press Call to call the number displayed in the call record. This option is not available if the caller withheld their number.

Call Pickup

- ◆ To answer a ringing phone, press ** and the ringing phones extension number.
Example:
A user at extn 2453 hears a phone that is ringing at a user's desk. The user at extn 2453 lifts their handset and dials **2434 (ringing phone) which is the phone that is ringing, and the call is intercepted before it goes to voicemail.

Group Call Pickup

- ◆ To answer a ringing phone, press *8 to answer the ringing phone in your group

Setting Up Your Voicemail

Voicemail Access from your phone:

- ◆ Press *97 or press the voicemail button on your phone
- ◆ The enter your voicemail password and press #
 - ◆ Advanced Options press 5
 - ◆ Press 1 – to record your greeting
 - ◆ Press 3 – to record your first and last name
 - ◆ Press 6 – to change your password
 - ◆ Press * – to exit

Voicemail Access your phone

- ◆ Press *97 from any phone
- ◆ The enter your voicemail password and press #
 - ◆ Voicemail Menu Options:
 - ◆ Press 1 – Listen to new messages
 - ◆ Press 2 – Listen to old and/or saved messages
 - ◆ Press 5 – For advanced option
 - ◆ Press * – to exit

Voicemail Access from another phone

- ◆ Press *98 from any phone
- ◆ The enter your extension number and press #
- ◆ The enter your voicemail password and press #
 - ◆ Voicemail Menu Options:
 - ◆ Press 1 – Listen to new messages
 - ◆ Press 2 – Listen to old and/or saved messages
 - ◆ Press 5 – For advanced option
 - ◆ Press * – to exit

Voicemail Access from outside the office

- ◆ Dial your DID and wait for the voicemail to answer
- ◆ When you are presented with your greeting press the * key to break out of the greeting
- ◆ The user is greeted by a system message prompting for a **password** followed by #
 - ◆ Once you have entered your voicemail password the system will provide a brief overview of message status and voicemail options.
- ◆ Voicemail Menu Options:
 - ◆ Press 1 – Listen to new messages
 - ◆ Press 2 – Listen to old and/or saved messages
 - ◆ Press 5 – For advanced option
 - ◆ Press * – to exit