Answering Calls

- To quiet the ringing, press the Ignore soft key. The call will still continue alerting visually and can be answered or ignored.
- To redirect the call to voicemail, press the To VM soft key
- To answer the call using the handset, lift the handset
- To answer the call in handsfree mode, press the SPEAKER key or press OK

Answering Another Call

- If you are already on a call, answering a new call will automatically put the existing call on hold, unless you first press Drop
- Press Ignore or To VM to quiet ringing or send call to voicemail
Making Calls

- If you are not already on a call, then you can just dial the number either by lifting handset or dialing in handsfree mode.

Calling a Person from the Contacts List

- Press the CONTACTS key. The directory menu is displayed
- Use the <left and right> arrow keys to select which type of directory entries you want displayed.
  - ALL – all directory entries
  - External – entries stored by the telephony system for all users to use
  - Groups – names and numbers of hunt groups on system
  - Users – names and numbers of other users on the telephone system
  - Personal – your own personal directory entries
- Use the Up and Down arrow keys to scroll through the list or start dialing the name you want to find.
- Press Call when the required entry is highlighted

Calling a Person from the Call Log

- To access call log, press HISTORY
- The display will change to show your call log records. Use Left and Right arrows to select which call log records you are viewing. The options are All, Missed, Incoming and Outgoing
- Press CALL to call the number displayed in the call record

Redialing a Previous Number

- Press Redial from the soft key menu
- Use the Up and Down arrow keys to scroll through the 10 most recent outgoing calls
- Press Call to call the number displayed in the call record.

Adjust the Call Volume

- Toggle the volume control key below dial pad to adjust volume for which every device you are currently using (handset, headset or speaker)

Ending Calls

- The Drop option can be used to end the current call
- If the call is connected on the phone’s speaker, the SPEAKER key is lit. Pressing the key again will end the call.

Transferring Calls

- While connected to a call, press Transfer. The current call is automatically put on hold.
- Dial the number for the transfer. You may use the Directory to search for the destination number.
- To complete the transfer, press Complete or hang up the phone set. You can do this while the call is still ringing.
Transferring Call to Voicemail

- While connected to a call, press Message. The current call is automatically put on hold.
- Dial the number for the transfer or select from Directory.
- To complete the transfer, press Complete or hang up the phone set.

Call Park

- To place a call on hold so another phone user can retrieve the call, use Call Park
- While on a call, press navigation arrow key to highlight and select Park key
- Phone displays Call Park: XXXX – take note of park code
- Press Page soft key if you wish to page the party you are parking the call for OR
- Press Exit soft key
- Any user may enter the park code from any phone and retrieve the call

Conferencing

- If you have more than one held call, or one held call and a connected call, pressing the Conf soft key will start a conference between you and those calls.
- Make a call to the first party or answer a call
- Press the Conf soft key. The current call is automatically put on hold.
- Dial the party you want to add to the conference
- If they answer and want to join the call, press Conf again
- If they do not want to join or do not answer your call, press Drop and then press the appearance key of the held call

Dropping/Muting Conference Parties

- You can drop parties from your conference including yourself. You can also mute other parties
- While connected to a conference call, press the Details key to display the conference details menu
- You can perform the following actions:
  o Scroll through the list of conference parties using arrow keys
  o To drop a party, highlight the party and press Drop
  o To mute a party, highlight the party and press Mute. Press Mute to unmute them
  o To return to the call display, press the Back key

Call Forward

- Press the Call Forward key and enter the four digit extension number to forward to. For an external destination, be sure to enter number as you would dial it from your phone.
- Press Save when number is complete. (Once you begin to enter number, you may use the Clear or Bksp to change the number.)
- Use Dir to search the internal company directory for a user.
- Press Call Forward once to activate. Press once to deactivate call forward.
- If your phone has been forwarded before, you will see the last known location in the screen. Press Save to forward to this location again, or press Clear and enter new destination.
Do Not Disturb (DND)

- Sends all incoming calls immediately to voicemail. Green LED indicates when feature is activated. Press once to activate. Press once to deactivate and restore incoming calls.

Mobile Twinning (Twin)

- This feature activates a simultaneous ring to another number such as a cell phone.
- Press Twin button
- Press Arrow down so that Destination is highlighted
- Press Edit soft key
- Enter number you wish to twin to (ie cell phone). Enter number as you would dial it from your phone
- Press Select
- Press the On or Off soft key to turn on or off the twinning feature
- Press Save
- The Twin button will display a green light when it is activated

VOICEMAIL INSTRUCTIONS

Logging in to your Voice Mailbox From Your Telephone for the First Time:

- Press SPK or lift the handset and dial *17 or navigate to 2nd page of buttons and press Voicemail.
- Dial your mailbox number and press #.
- The system will ask for you to enter the password. There isn’t a password currently, so simply press #.
- Password Requirements:
  - At least 4 numbers in length
  - Cannot be sequential numbers (i.e. 1234)
  - Cannot be the same as your extension
  - Cannot be all the same number (i.e. 1111)
- The system will ask you to enter a new password. Enter a new password and press #. The system will ask you to re-enter the password.
- Follow instructions to press 1 to record your name, speak your name, and press 1 again.
- Press 3 to administer your personal Greeting. Follow the prompts.
- Press 1 for All Calls - Activate Greeting 1.
- Press 1 to Record your Personal Greeting for ALL Calls and continue following the prompts.

Accessing Visual Voice:

- Press the envelope button to the left of the navigation control panel.
- Enter your 4 digit passcode.
- This will take you to visual voicemail and the phone display will offer a prompts to listen to your messages, record a message to a co-worker, record your greeting, and change your passcode.
To Listen to Your Messages:

- “Listen” will already be highlighted when you press the envelope button.
- Press the “Select” gray soft key to the far left under the phone display.
- The screen displays “New”, “Old” and “Saved” messages.
- The number of messages is listed to the right of the display.
- Press the “Play” gray soft key to the far left under the display.
- Press the down arrow from the navigation control panel to move to your “Old” or “New” messages.

Voicemail – Checking Messages Remotely

To check your voicemail messages from outside the office, dial your direct number and wait for your mailbox to answer. Press *7 while your message is playing. Follow prompts to enter mailbox and password.

Voicemail Commands - Remote