



1 Handset & light strip – Indicates whether you have an incoming call (flashing red) or a new voice message (steady red)

2 Programmable feature buttons and line buttons - Access your phone lines, features, and call sessions. For more information, see Softkey, Line, and Feature Buttons

3 Softkey buttons - Access functions and services. For more information, see Softkey, Line, and Feature Buttons

4 Navigation cluster - Navigation ring and **Select** button. Scroll through menus, highlight items, and select the highlighted item

5 Hold/Resume, Conference, and Transfer

Hold/Resume Place an active call on hold and resume the held call

Conference Create a conference call

Transfer Transfer a call

6 Speakerphone, Mute, and Headset

Speakerphone Toggle the speakerphone on or off. When the speakerphone is on, the button is lit

Mute Toggle the microphone on or off. When the microphone is muted, the button is lit.

Headset Toggle the headset on. When the headset is on, the button is lit. To leave headset mode, you pick up the handset or select Speakerphone

7 Contacts, Applications, and Messages

Contacts Access personal and corporate directories

Applications Access call history, user preferences, phone settings, and phone model information

Messages Autodial your voice messaging system

8 Volume button

Adjust the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook)

Navigation

Use the outer ring of the Navigation cluster to scroll through menus and to move between fields. Use the



inner **Select** button of the Navigation cluster to select menu items.







If a menu item has an index number, you can enter the index number with the keypad to select the item.

Softkey, Line, and Feature Buttons

You can interact with the features on your phone in several ways:

- Softkeys, located below the screen, give you access to the function displayed on the screen above the Softkey. The softkeys change depending on what you are doing at the time. The **More** Softkey shows you that more functions are available.
- Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines.
- Feature buttons—Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line.
- Line buttons—Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display.

Feature and line buttons illuminate to indicate status:

-  Green, steady LED—Active call or two-way intercom call
-  Green, flashing LED—Held call
-  Amber, steady LED—Privacy in use, one-way intercom call, or logged into a Hunt Group
-  Amber, flashing LED—Incoming call or reverting call
-  Red, steady LED—Remote line in use (shared line or Line Status) or Do Not Disturb (DND) active
-  Red, flashing LED—Remote line on hold

Phone Screen Features

The phone screen shows information about your phone such as directory number, active call and line status, softkeys, speed dials, placed calls, and phone menu listings. The screen is made up of three sections: the header row, the middle section, and the footer row.



Line button allows you to pick up a second incoming call.

Line 1 selects the primary phone line.

Line 2 may provide access to:

- Secondary phone line
- Speed-dial number (speed-dial button)
- Web-based service (for example, a Personal Address Book button)

Buttons illuminate to indicate status:

- Green, steady—Active call
- Green, flashing—Held call
- Red, steady—Remote line in use (shared line)
- Red, flashing—Remote line on hold

Answering a call

- When your phone rings, press the flashing line button to answer the call
- Or pick the handset up

Answer Call Waiting

When you are on an active call, you know that a call is waiting when you hear a single beep and see the line button flash.

Making a Call


- Lift the handset and dial the number.
- or Dial the number, and then lift the handset.
- or Dial the number, and then press the **Speaker** button.
- or Press the **Line** button for your extension, and then dial the number.
- or Press the **Speaker** button, and then dial the number.
- or If you have established speed-dial numbers, press the **Feature** button enabled for speed-dial.
- or Plug in a headset and dial the number.

Adjust the Volume

- During a call, press the + or - on the **Volume** button to increase or decrease the volume respectively.
- or Press the + or - on the **Volume** button while the handset is in its cradle and the phone is idle.

Speed Dial allows you to place a call by pressing a button or by entering a code.

Before you begin - Set up speed-dial codes in the Self Care portal.


- Press a speed dial button  and make a call with the speed dial code

Personal Directory


You can add your own contacts to the personal directory. You can add special speed-dial codes for people who you often call. You can set up your personal directory from your phone or from the Self Care portal. Use your phone to assign speed-dial codes to the directory entries.

Personal Directory

Before you begin - Before you can sign in to your personal directory, you need your user ID and PIN from your administrator.

- Press **Contacts** 
- Select **Personal Directory**
- Enter your ID & PIN and press **Submit**
- To sign out, select **Log Out**, press **Submit**, then press **Okay**


To add a contact to your personal directory

- 1 Press **Contacts** 
 - 2 Enter your ID & PIN and press **Submit**
 - 3 Select *Personal Address Book* and press **Submit**
- Press **New**
 - Enter first name, last name and optionally a nickname
 - Press **Phones**, enter the phone number along with any required access codes and then press **Submit**

To search for a contact to your personal directory

- Follow steps 1, 2, and 3 above
- Select search criteria, enter your search criteria and press **Submit**

To call a contact to your personal directory


- Follow steps 1, 2, and 3 above
- Press **Contacts** 
- Enter your ID & PIN and press **Submit**
- Select **Personal Address Book** and press **Submit**

- Select the entry you want to dial, select the fast dial code and press **Dial**

Assign a Fast-Dial Code to a Contact

- Follow steps 1, 2, and 3 above
- Select search criteria, enter the search criteria and press **Submit**
- Select the contact
- Press **Fast-Dial**
- Select a number and press **Select**
- Scroll to an unassigned fast-dial index and press **Submit**


Call a Contact with a Fast-Dial Code

- 1 Press **Contacts** 
 - 2 Enter your ID & PIN and press **Submit**
 - 3 Select **Personal Fast Dials** and scroll to a fast dial code
- Select the required fast-dial code and press **Dial**

Delete a Fast-Dial Code

- Follow steps 1, 2, and 3 above
- Select the required fast-dial code and press **Remove**
- Select the index and press **Remove**

Edit a Contact in your Personal Directory

- 1 Press **Contacts** 
 - 2 Enter your ID & PIN and press *Submit*
 - 3 Select **Personal Address Book** and press **Submit**
 - 4 Search for the entry to edit, press **Select**, then press **Edit**
- Modify the entry information
 - Press **Phones** to modify a phone number
 - Press **Update**

Remove a Contact from your Personal Directory

- Follow steps 1, 2, and 3, 4 above
- Press **OK** to confirm the deletion

Get Notified When a Contact is Available

If you call someone and their line is busy or they do not answer, you can be notified with a special ringtone and a message when they are available.

- Press **Callback** while you are listening to the busy tone or ring sound
- Press **Exit** to exit the confirmation screen
- When you hear the ringtone that the person is available and see the message, press **Call** to place the call again.

Answer Call Waiting

When you are on an active call, you know that a call is waiting when you hear a single beep and see the line button flash.

- Press the line button

Do Not Disturb

This will silence your phone and ignore incoming call notifications when you need to avoid distractions. Incoming calls are forwarded to your voicemail, if it is set up.

- To turn do not disturb on press **DND**
- To turn do not disturb off press again

Call Pickup

- Press **Pickup** to transfer an incoming call within your pick up group
- Press **Answer** to connect to the call

Group Pickup

This allows you to answer a call on a phone that is outside your call pickup group. You can use the group pickup number to pick up the call, or you can use the number of the phone line that is ringing.

- Press **Group Pickup**
- Enter the number of the phone line that you want to pick up. If the call is ring on 1234 enter 1234.
- Enter the group pickup number
- Press **Answer**

Answer a call within Your Hunt Group


Hunt groups (line groups) allows organizations to share the call load. Your administrator sets up a hunt group with a series of directory numbers. Phones ring based on the hunt sequence that your administrator specifies for a hunt group. If you are a member of a hunt group, you sign in to a hunt group when you want to receive calls. You sign out of the group when you want to prevent calls from ringing on your phone. When a hunt group rings on your phone, answer the call

Sign In and Out of a Hunt Group

- Press **Hunt Group** to sign in, Press again to sign out

Hold Calls

Use this to put a call on hold

- Press **Hold**  to resume a call press hold again

Answer a Call Left on Hold for Too Long

When you've left a call on hold too long, you'll be notified with these cues: Single ring, repeating at intervals/Flashing amber line button/Flashing message indicator on the handset/Visual notification on the phone screen

- Press the flashing amber line or answer to resume the call

Swap between Active and Held Calls

Press **Swap** to switch to the held call

Call Park

You can use your phone to park a call & then retrieve the call from another phone, such as a phone at a co-worker's desk or in a conference room. If the call remains parked for too long, you hear an alert. You can then answer, decline to answer, or ignore the call on your original phone. You can also continue retrieving it from another phone. If you don't answer the call within a certain length of time, it's routed to voicemail.

- Press **Park** then hang up. Your phone displays the number where the system parked the call
- To pick the call up from the phone you wish to use, dial in the 'parked' number

Forward Calls

You can forward calls from any line on your phone to another number in two ways
Forward all calls or Forward calls when your line is busy or there is no answer.



When the line is forwarded  will display.

- When the line is not in use, press **Fwd all**
- Enter the phone number you want to forward the line to

Transfer Calls


You can transfer a call to a voicemail or another extension

- To transfer to voicemail - press **Transfer**  enter * and the extension, press **Transfer** 


- To transfer to another extension - press Transfer  enter the extension, wait until the extension rings or is answered, press **Transfer** . If the call is not answered press **Swap** to retrieve it.

Conference Calls and Meetings

You can dial another person and add them to the call. If you have multiple phone lines, you can join two calls across two lines. When you add more than one person to a conference call, wait a few seconds between adding participants. As the conference host, you can remove individual participants from the conference. The conference ends when all participants hang up.

- Dial participant/s and place call/s on hold
- From an active call press **Conference** , select a held call and press **Yes**, repeat for another participant

Dial a contact in the Corporate Directory

- Press **Contacts** 
- Select **Corporate Directory**
- Select search criteria, enter your search criteria and press **Submit**
- Select the contact and press **Dial**

Recent Calls List

This will hold 150 most recent individual calls & call groups

To view recent callers to you

- Press **Applications**
- Select **Recents**


To return a recent call

- Press **Applications**
- Select **Recents**
- Select the number you want to dial
- Press **Call**



Change the Ringtone

- Press **Applications**
- Select **Settings>Ringtone**
- Select a line
- Scroll through the list of ringtones and press **Play** to hear a sample
- Press **Set** to use the ringtone

Adjust the Contrast of your Phone Screen

- Press **Applications** 
- Select **Settings>Contrast**
- Select **Contrast**
- Enter a number between 1 and 10
- Press **Save** to set the contrast

Adjust the Phone Screen Backlight to make the phone easier to read

- Press **Applications** 
- Select **Preferences>Backlight**
- Press **On** to turn the backlight on or press **Off** to turn the backlight off
- Press  to exit