BASIC PHONE FEATURES

PLACING A CALL
Using the Handset:
Pick up the handset, and then dial the number. Alternatively, dial the number first, and then pick up the handset.

Using the hands-free Speakerphone:
• With the handset on-hook, press 0, any assigned line key, or the New Call soft key. Then, enter the number.
or,
• Dial the number, and then press 0 or the Send soft key.

Using the optional Headset:
• With the headset connected, press 0, any assigned line key, or the New Call soft key.
or,
• Dial the number, and then press 0.

ANSWERING A CALL
Handset: Pick up the handset.
Speakerphone: Press 0, the line key, or the Answer soft key.
Headset (optional): Press 0.

END A CALL:
Press the End Call soft key or the line key corresponding to the line. Or, depending on the call mode, press 0, press 0, or hang up the handset.

REDIAL
Press 0 to call the most recently dialed number.

MICROPHONE MUTE
During a call, press 0. Mute applies to all modes. You can still hear all other parties while Mute is enabled, but other parties cannot hear you.
To un-Mute, press 0 again.

CALL HOLD AND RESUME
During a call, press 0 or the Hold soft key.
Press 0 again, the Resume soft key, or the line key to resume the call.

LOCAL CONFERENCE CALLS1
To create a three-way local conference call:
1. Connect to the first party.
2. Press 0 or the Confmc soft key to create a new call (the active call is placed on hold).
3. Place a call to the second party.
4. When the second party answers, press 0 or the Confmc soft key again to join all parties in the conference.

Conference Behavior:
• Placing the conference call on hold will place the other conference parties on hold.
• Pressing the Split soft key will split the conference into two separate calls on hold.
• A conference may be created between an active call and a call on hold by pressing the Join soft key.

DO NOT DISTURB (DND)2
Press 0 to prevent the phone from ringing for incoming calls. An icon appears for all lines to confirm that DND is enabled.
Press 0 again to turn off Do Not Disturb.

CALL TRANSFER
1. During a call, press 0 or the Transfer soft key (the active call is placed on hold).
2. Place a call to the party to whom you want to transfer the call.
3. After speaking with the second party, press 0 or the Transfer soft key to complete the transfer.

Transfer can be cancelled during establishment by pressing the Cancel soft key. The original call is resumed.

CALL FORWARDING3
To enable call forwarding:
1. Press the Forward soft key from the idle screen or press 0 and select Features > Forward.
2. Select a Forwarding Type. Forward Always, on No Answer, or on Busy.
3. Enter the number of the desired call destination.
For No Answer, enter the number of rings before forwarding.
5. Press the Enable soft key. A moving arrow icon appears for that line to show the line is being forwarded.

To disable call forwarding:
Perform steps 1 and 2 above, but select Disable.

Call forwarding is not available on shared lines.

1. Optional feature. Must be configured from the call server.
2. Dependant on call server configuration.
3. Behavior will vary if this feature is configured from the call server.

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CALL LISTS
From the idle screen, press ☑ for
Speed Dial, ☑ for Missed Calls, ☑ for Received Calls, or ☑ for Placed Calls. Alternatively, press Followed by Call Lists and Missed, Received, or Placed Calls, as desired. Call information will be displayed.

From this screen, select:
• Edit to amend the contact number before dialing.
• Dial to place the call.
Press More if you would like to select Info, Save, or Clear.

VOICE MAIL
A voice mail icon on the screen, a flashing line key, and a stutter dial tone indicate one or more new voice mail messages.

To listen to voice messages:
1. Press , and then select Message Center.
2. Press the Connect soft key, and then follow the voice prompts.

PHONE LOCK
Lock your phone with a user password to prevent unauthorized access.

To lock the phone:
1. Press , and then select Settings > Basic > Lock Phone.
2. Chose to Allow ringing when locked or enable DND when locked for incoming calls.
3. Press the Lock soft key to confirm.

To unlock the phone:
1. Press the Unlock soft key
2. Enter the user password and press enter.

SPEED DIALING
To assign a speed dial index, see the CONTACT DIRECTORY section.

To dial a contact assigned to a line key, press the corresponding line key.

CUSTOMIZING YOUR PHONE

CONTACT DIRECTORY
To add a contact in your local phone directory:
1. Press , and then select Contact Directory.
2. Press the More soft key, and then the Add soft key.
3. Enter first and/or last name from the dial pad.
Press the 1/A/a soft key to select between numeric and upper / lower case alphanumeric modes.
Press the Encoding soft key to access special characters in other languages.
4. Enter a unique contact phone number (not already in the directory).
5. Change the other fields as desired.
6. Press the Save soft key to confirm the changes, and then press to return to the idle screen.

To search for a contact:
1. Press , and then select Contact Directory.
2. Press the More soft key, and then the Search soft key.
3. Using the dial pad, enter the first few characters of the First or Last name.
4. Press the Search soft key. Dial successful matches from the results.

To edit a contact:
1. Search for the contact (see above).
2. Press the Edit soft key and make the necessary changes.
3. Press the Save soft key to confirm the changes, and then press to return to the idle screen.

Contacts can be easily added from Call Lists. For more information, see the CALL LISTS section.

To set a distinctive ring for a local contact:
1. Press , and then select Contact Directory.
2. Search for the contact (see the CONTACT DIRECTORY section).
3. Press the Edit soft key and scroll down to Ring Type.
4. Using or , select the desired ring tone.
5. Press the soft key to accept the change, and then press to return to the idle screen.

To change the incoming ring:
1. Press , and then select Settings > Basic > Ring Type.
2. Scroll to highlight the desired ring type.
3. Press the Select soft key to accept the highlighted ring type, and then press to return to the idle screen.

To change the audible ringer:
1. Press , and then select Settings > Basic > Ringer.
2. Repeat steps 1 and 2, but select Headset Memory Mode.

HEADSET MEMOR Y MODE
For frequent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:
1. Press and select Settings followed by Basic, Preferences, Headset, and Headset Memory.
2. Scroll down to Enable and press the Select soft key.

To disable Headset Memory Mode:
Repeat steps 1 and 2, but select Disable.

To activate Headset Memory Mode (if enabled):
Press twice.

VOLUME ADJUSTMENT
Press the volume keys to adjust the call volume of the active mode. Pressing these keys in idle state adjusts the ringer volume.

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed by your system administrator. Hands-free volume settings will be maintained across calls.

RING TYPE
You can select different rings to match your preferences and distinguish between calls on lines.

To set a distinctive ring for a local contact:
1. Press , and then select Contact Directory.
2. Search for the contact (see the CONTACT DIRECTORY section).
3. Press the Edit soft key and scroll down to Ring Type.
4. Using or , select the desired ring tone.
5. Press the soft key to accept the change, and then press to return to the idle screen.

RINGER
You can select the default alerting destination for incoming calls.

To change the audible ringer:
1. Press , and then select Settings > Basic > Preferences > Audible Ringer.
2. Scroll to highlight the desired alerting destination for incoming calls.
3. Press the Select soft key to accept the highlighted destination, and then press to return to the idle screen.

DISTINCTIVE RINGING / CALL TREATMENT
You can set distinctive incoming ringing tones for different contacts in your local directory.

To set a distinctive ring for a local contact:
1. Press , and then select Contact Directory.
2. Search for the contact (see the CONTACT DIRECTORY section).
3. Press the Edit soft key and scroll down to Ring Type.
4. Using or , select the desired ring tone.
5. Press the soft key to accept the change, and then press to return to the idle screen.

If you select Silent ring, press the Line key or Answer soft key to answer incoming calls.

AUDIBLE RINGER
You can select the default alerting destination for incoming calls.

To change the audible ringer:
1. Press , and then select Settings > Basic > Ringer.
2. Repeat steps 1 and 2, but select Headset Memory Mode.

HEADSET MEMOR Y MODE
For frequent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:
1. Press and select Settings followed by Basic, Preferences, Headset, and Headset Memory.
2. Scroll down to Enable and press the Select soft key.

To disable Headset Memory Mode:
Repeat steps 1 and 2, but select Disable.

To activate Headset Memory Mode (if enabled):
Press twice.

VOLUME ADJUSTMENT
Press the volume keys to adjust the call volume of the active mode. Pressing these keys in idle state adjusts the ringer volume.

To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but the configuration can be changed by your system administrator. Hands-free volume settings will be maintained across calls.

RING TYPE
You can select different rings to match your preferences and distinguish between calls on lines.

To set a distinctive ring for a local contact:
1. Press , and then select Contact Directory.
2. Search for the contact (see the CONTACT DIRECTORY section).
3. Press the Edit soft key and scroll down to Ring Type.
4. Using or , select the desired ring tone.
5. Press the soft key to accept the change, and then press to return to the idle screen.

RINGER
You can select the default alerting destination for incoming calls.

To change the audible ringer:
1. Press , and then select Settings > Basic > Preferences > Audible Ringer.
2. Scroll to highlight the desired alerting destination for incoming calls.
3. Press the Select soft key to accept the highlighted destination, and then press to return to the idle screen.

DISTINCTIVE RINGING / CALL TREATMENT
You can set distinctive incoming ringing tones for different contacts in your local directory.

To set a distinctive ring for a local contact:
1. Press , and then select Contact Directory.
2. Search for the contact (see the CONTACT DIRECTORY section).
3. Press the Edit soft key and scroll down to Ring Type.
4. Using or , select the desired ring tone.
5. Press the soft key to accept the change, and then press to return to the idle screen.

HEADSET MEMOR Y MODE
For frequent or full-time headset users, there is an option to default all calls to the headset.

To enable Headset Memory Mode:
1. Press and select Settings followed by Basic, Preferences, Headset, and Headset Memory.
2. Scroll down to Enable and press the Select soft key.

To disable Headset Memory Mode:
Repeat steps 1 and 2, but select Disable.

To activate Headset Memory Mode (if enabled):
Press twice.