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1. The Basics

1.1 MAKING CALLS

To initiate a call either: (1) enter number on key pad (2) lift handset, (3) press a line key, (4) press hand's free button or (5) press headset key

- **Internal** – Dial 2 digit extension followed by **Send** button or “#”
- **External** - Dial 7 digit (within area code) or 10 digit number followed by **Dial** soft key or “#”

* **Note** – Alternative call execution methods include: pressing using speed dials, directory options and/or call logs.

** - Helpful Tips - **

- A timer exists which will automatically process a call if a 3 second pause in dialing is ever detected
- To clear/re-type an entry one character at a time, while entering numbers or letters use the “<<” soft key when present
- To move forward or backward while entering numbers or letters use the navigation arrows

1.2 ANSWERING CALL TO YOUR DIRECT LINE

- Performing any of the following actions will connect you to the caller:
(1) Lift handset, (2) press Speaker key, (3) press headset key, (4) press **Answer** soft key, or (5) press the line key that the call is ringing in on.

1.3 CALLS ON/OFF HOLD

While connected caller

- Press **Hold** soft key or button (the holding line will flash red)

To resume

- Press the line key that is flashing red
OR
- Press the Hold button again
OR
- Press **More** soft key
- Press **Resume** soft key

1.4 MANAGING TWO (OR MORE) CALLS

1.4.1 Answering An Additional Call

- Press the line key that the new call is ringing on. The current call in process will automatically go on hold as you are connected to the new caller.
ALTERNATIVELY – You may first press the hold key at which point the **Answer** soft key will appear with which to answer the new incoming call.
- To return to original call press the line key of that call.

1.4.2 Placing An Additional Call

- Press a line key that is not in use (The current call in process will automatically go on hold)
- Follow new call instructions noted in 1.1
- To move between the calls press the line key of the desired call (the line you are exiting will always go on hold automatically).

1.5 TRANSFERRING CALLS

**** - Transfer Notes - ****

- If during transfer you need to retrieve the initial caller press **Cancel** soft key while it is present
- Transfers can also be made to external numbers; replace 4-digit extension with desired external destination number.
- A supervised transfer may be converted to a conference call by pressing the **Confrnc** soft key after the destination party has answered the call

1.5.1 "Supervised" Transfer

- Press **Transfer** button or **Trnsfer** soft key
- Dial 4 digit extension + "#" (or **Send** soft key)
- When party answers announce the call and then either: Press **Transfer** button, **Trnsfer** soft key or simply hang up.

1.5.2 "Blind" Transfer

- Press **Transfer** button or **Trnsfer** soft key
- Press **Blind** soft key
- Dial 4 digit extension + "#" (or "**Send**" soft key)

1.5.3 Transfer Directly To User's Voicemail Box

- Press **More** soft key
- Press **SendVM** soft key
- Dial 4 digit extension + **Enter** soft key

1.6 CONFERENCE CALLING

1.6.1 Creating a call

- Make outbound call
- Press **More** soft key
- Press **Confrnc** soft key or **Conference** button and Make 2nd outbound call
- Press **Confrnc** soft key or **Conference** button again to bridge all 3 parties together
To Add a 4th Party
- Press **Confrnc** soft key or **Conference** button and Make 3rd outbound call
- Press **Confrnc** soft key or **Conference** button again to bridge all 4 parties together
- To end a call simply hang up.

* **Note** – Participants of a 3-party conference call will remain connected after initiator hang up. Participants of a 4-party call are disconnected after initiator hang up.

1.6.2 Managing a call in progress

- Press the **Manage** soft key
- Use the up and down arrows to navigate through list of call participants
- At anytime during the call press the desired soft key to: **Hold, Mute, or Remove** an individual (you may repeat for any of the other call participants)

1.6.3 Dissolving a conference call into individual calls

- At anytime during the call press the **Split** soft key and all calls will be put on independent lines and placed on hold
- To navigate to a caller press the line of the desired caller to speak with.

* **Note** - if it was four party call one of our lines will hold two callers so you will need to use the up/down arrows to select the desired caller from that button).

2. Productivity Items

2.1 USING CALL LOGS

- Press **Directories** button
- Press 2 or arrow down to select **Call Lists**
- Select Missed, Place or Received calls
- Highlight desired call and press **Dial** soft key to execute a call to that number or press **Save** soft key to add them to your contacts/speed dials.

ALTERNATIVELY – use the navigation arrows (upper right of phone).

Right Arrow = Placed calls, Left Arrow = Received calls &
Down Arrow = Missed calls

* **Note** – You may clear all call log entries by pressing the **Directories** button and option 4 “clear”.

2.2 USING THE CONTACT DIRECTORY

- To view your saved contacts (or add new) press the **Directories** button
- Press 1 or arrow down to select **Contact Directory**
- Use the up/down arrows to scroll through contacts or press **search** soft key to type in letters to find matches.
- Once you have highlighted the desired party press the appropriate soft key to dial or edit the details of the contact.
- If **adding a new contact** press the **Add** soft key and enter: First Name, Last Name, and “Contact” which is the 10-digit phone number (***Note** – Use the **1/A/a** soft key to change letter number types during entry)

2.3 JOINING 2 INDEPENDENT CALLS

While connected to one of the callers

- Press **More** soft key
- Press **Join** soft key

2.4 FORWARDING A RINGING CALL TO YOUR VOICEMAIL

While call is ringing

- Press **Reject** soft key
- Phone will stop ringing and caller will be immediately sent to your voicemail greeting.

2.5 FORWARDING ALL INCOMING CALLS

- Press **More** soft key
- Press **Forward** soft key
- “Number to Forward calls to:” will display; Enter desired destination in one of the following formats:
 - (A) 4-digit extension
 - (B) 10-digit number
 - (C) Your own extension which will send all calls directly to voicemail.
- Press **Enter** soft key
- An audio confirmation of your forward status will be issued

2.6 UNFORWARDING INCOMING CALLS

- Press **More** soft key
- Press **Un Fwd** soft key
- An audio confirmation of your forward status will be issued

2.7 SILENCING/UNSILENCING PHONE RINGER

- While phone is idle press **More** soft key twice to find and press the **DND** soft key. Phone will flash “X” next to the extension to confirm the feature has been activated.

* **Note** – If more than one line is configured on the phone you will be prompted to silence ring for all lines or selected one(s).

- To restore the ringing repeat the process to press the **DND** soft key again.

3. System Items

3.1 ANSWERING INCOMING CALLS TO ALTERNATIVE EXTENSIONS ON YOUR PHONE

- Call will ring on an auxiliary key
- Press the line button that correlates with the ringing line to answer the call
OR press the **Answer** soft key

3.2 ANSWERING CALLS AT ANOTHER PHONE FROM YOUR OWN

While call is ringing at alternate location that you desire to answer

- Press **Extn Ans** soft key
- "Extension" will display: Enter the 4-digit extension that you wish to answer
- Press **Enter** soft key
- You will be connected to the caller

3.3 ANSWERING CALLS WITHIN YOUR GROUP

Requires proper user privileges and/or administrative configuration

While call is ringing at alternate location that you desire to answer

- Press **GroupAns** soft key
- You will be connected to the caller

3.4 PARKING A CALL

While connected to caller

- Press **More** soft key
- Press **Park** soft key
- Enter 4-digit extension where call should be parked to (***Note** – An extension can only allow one parked call at a time; a fast busy will be returned if a second call is attempted to be parked)
- Press **Enter** soft key
- An audio confirmation of the parked status will be issued

* **Note** – Parked calls will ring back to the phone that parked it if not retrieved after 45 seconds.

3.5 RETRIEVING A PARKED CALL

- Press **UnPark** soft key
- "Extension" will display: Enter 4-digit extension that the call is parked to
- Press **Enter** soft key
- You will be connected to the caller

3.6 TO PAGE OVERHEAD (IF OFFICE IS EQUIPPED)

- Dial Ext. **XXXX** from any phone (*Note – See your extension list or system administrator for information on the actual service extension that correlates to the XXXX).
- Begin speaking when the line is answered

3.7 To INTERCOM ANOTHER USER

Requires proper user privileges and/or administrative configuration

- Press **More** soft key
- Press **More** soft key a second time
- Press **Intercom** soft key
- “Extension” will display: Enter the desired 4-digit extension to intercom
- Press **Enter** soft key
- A tone will play for both you and the destination party to indicate the intercom call is active. (*Note – If the destination party is on another call you will simply hear ring).

4. General Items

4.1 ADJUSTING CONTRAST AND RINGER

- Press Menu button
- Select option 3, “Settings”
- Select option 1, “Basic”
- Select either 2- “Contrast”, 3 – “Backlight Intensity”, or 4 – “Ring Type”
- Navigate menus and save changes accordingly