



## INTERNAL CALLING

Dial the 4-digit extension number

## EXTERNAL CALLING

**Local:** Dial 9 + Number

**Long Distance:** Dial 9 + 1 + Area Code + Number

**Emergency:** Dial 9+911 or 911

## BASIC FEATURES

### PLACING A CALL

There are five options for placing a call:

Lift the **Handset** and dial the number. **OR**

Press a **Line** button and dial the number. **OR**

Press the **Speaker** button and dial the number. **OR**

Press the **NewCall** soft key and dial the number. **OR**

Press the **Headset** button and dial the number.

### ANSWERING A CALL

There are four options for answering a call:

Lift the **Handset**. **OR**

Press the **Answer** soft key. **OR**

Press the **Speaker** button. **OR**

Press the **Headset** button.

### ENDING A CALL

There are three options for ending a call:

Hang up the **Handset**. **OR**

Press the **EndCall** soft key. **OR**

Press the **Speaker** button.

## SOFT FEATURES

### TRANSFER

While on an active call:

Press the **Trnsfer** soft key.

Dial the number to which you are transferring the call.

When you hear ringing, press **Trnsfer** again, or when the party answers, announce the call and press **Trnsfer**.

Hang up to end your participation in the call.

**Note:** To get the caller back, simply hit the **Line** button again.

### FORWARD

This feature allows calls to your primary extension to be directed to another extension number (including voicemail) without ringing at your phone. You can forward all incoming calls to another extension number or to voice mail.

To forward incoming calls:

Press the **CfwdAll** soft key.

Dial *extension number* to where you want your calls directed.

**Note:** You will see a moving icon in the top right corner of the phone display when your phone is in the Call Forward All mode.

To cancel forward:

Press **CfwdAll** soft key.

### HOLD

During an active call, press the **Hold** soft key.

To return to the call, press the **Resume** soft key.

### CALL PARK (100-119)

Park a call when you want to store a call and retrieve the call from another phone. You can park an active call and then retrieve it using a phone at another location.

With active call:

Press the **More** soft key until you see the **Park** key.

Press the **Park** soft key to park the call. The LCD displays the number where the call is parked.

Make a note of the Call Park number that is displayed and hang up.

To retrieve the parked call, go to any phone on the system and dial the Call Park number.

### CALL PICKUP

You can answer a call ringing at another extension number within your call group.

As the phone rings at an extension within your call group, lift the **Handset** (you must have dial tone).

Press the **More** soft key to view the **PickUp** soft keys.

Press the **PickUp** soft key to transfer the call to your extension.

To connect to the incoming call that is redirected to your phone, press the **Answer** soft key.

**Note:** A call group is a grouping of extensions that share a common call group code defined by the system administrator.

### CONFERENCE (6)

This feature allows you to simultaneously communicate with 5 other people via the same line. While on an active call (either incoming or outgoing):

With a party already on the line, press the **More** soft key and then the **Confrn** soft key to place the current line on hold and initiate a conference bridge.

Dial the number of the party to be added to the conference call.

When the call connects, press **Confrn** again to add this party to the call.

**Note:**

- Once the conference call initiator disconnects, no new conferees can be added.
- If you are part of a conference call, keep in mind that when you place a caller on hold, music on hold is generated. To avoid disrupting the other callers, consider muting the call instead.

### INITIATING A MEET-ME CONFERENCE CALL

To set up a Meet-Me Conference Call, you must dial a special conference number established by your system administrator.

- ☎ Contact the CallManager administrator and obtain a conference number.
- ☎ Lift the **Handset** and press the **More** soft key once to display the **Meet-Me** tab.
- ☎ Press the **Meet-Me** soft key.
- ☎ Dial the **Meet-Me** conference number obtained from your CallManager administrator.

#### **JOINING A MEET-ME CONFERENCE CALL**

In a Meet-Me conference call, participants dial a pre-arranged conference number at a specific time to meet on a call.

- ☎ Lift the handset.
- ☎ Dial the conference number provided by the Meet-Me conference initiator.

**Note:** You will be connected to the conference once the initiator has dialed in and established the call.

#### **LAST NUMBER REDIAL**

- ☎ Lift the Handset and press the **Redial** soft key.

**Note:** You can also press the **Redial** soft key to place the call via **Speakerphone**.

### **INFORMATION FEATURES**

#### **ACCESSING ONLINE HELP**

There are two options for accessing online help.

- ☎ Press the **?** button and then press any key to display help for that key. **OR**
- ☎ Press the **?** button twice quickly to display help information

#### **CALL HISTORY**

- ☎ Press the **Directories** button to display the Directory menu.
- ☎ Use the **Scroll** keys to highlight the desired call history option: **Missed Calls**, **Received Calls**, or **Placed Calls**.
- ☎ Press the **Select** soft key to display the desired call history.
- ☎ To speed dial a number, use the **Scroll** keys to highlight the desired number and press the **Dial** soft key. (If you decide not to make the call, press the Exit soft key twice to exit the Directories menu.)

**Note:** If you have other people's extension numbers appearing on your phone, the missed call log will inform you of all calls missed on those lines too, not just your primary extension.

#### **CORPORATE DIRECTORY**

- ☎ Press the **Directories** button.
- ☎ Use the **Scroll** key to select Corporate Directory.

- ☎ Press the **Select** soft key to display the directory search options.
- ☎ Use the **Scroll** key to select the search option: **First Name**, **Last Name**, **Number**.
- ☎ Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory.  
*Note: It is not necessary to enter a complete query to conduct a search. For example, entering J, A, and M could yield James Smith.*
- ☎ Press the **Dial** soft key to speed dial a number from the Corporate Directory.

### **PERSONALIZING YOUR PHONE**

#### **ADJUSTING HEIGHT OF FOOTSTAND**

- ☎ Firmly press in the footstand adjustment knob on the right-hand side of the phone.
- ☎ With the button depressed, adjust the footstand to the desired height.
- ☎ Release the footstand adjustment knob.

#### **CHANGING THE LCD CONTRAST**

- ☎ Press the **Settings** button.
- ☎ Use the **Scroll** buttons to highlight **Contrast** in the **Settings** menu.
- ☎ Press the **Select** soft key to select the **Contrast** option.
- ☎ Press the **Up** or **Down** soft key to set LCD contrast.
- ☎ Press the **OK** soft key to accept the changes.
- ☎ Press the **Save** soft key to save the new contrast setting and exit the **Settings** menu.

#### **CHANGING A RINGER TYPE**

- ☎ Press the **Settings** button.
- ☎ Use the **Scroll** keys to highlight **Ring Type** in the **Settings** menu.
- ☎ Press the **Select** soft key to display a list of Ring Types.
- ☎ Press the **Scroll** keys to highlight one of the available Ring Types.
- ☎ Press the **Play** soft key to hear a Ring Type.
- ☎ Press **Select** and then press the **OK** soft key to choose the Ring Type.
- ☎ Press the **Save** soft key to save your selection and exit to return to the main menu.

#### **ADJUSTING THE RINGER VOLUME**

- ☎ While you are not on a call, press the **Up** or **Down Volume** keys to hear a sample ring.
- ☎ As the ring plays, press the **Up** or **Down Volume** keys to adjust volume to the desired level.
- ☎ To save the ring volume setting, press the **Settings** button and then press the **Save** soft key.

#### **ADJUSTING THE HANDSET, SPEAKERPHONE AND HEADSET VOLUME**

- ☎ During a call, press the **Volume** key to increase or decrease the volume of your **Handset**, **Speakerphone** or **Headset**.
- ☎ To save the volume setting, press the **Settings** button and then press the **Save** soft key.



**Note:** The volume setting will only be changed for the option being used.

*NOTES*

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