




Making a Call


Using the handset:

1. Pick up the handset.
2. Enter the number and press the **Send** soft key

Using the speakerphone:

1. With the handset on-hook, press 
2. Enter the number and press the **Send** soft key

Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number and press the **Send** soft key

Answer a call

Using the handset:

- Pick up the handset.

Using the speakerphone:



- Press 

Using the headset:


- Press 

Redial

To dial one of your previous last dialed numbers:

- Press the  to enter the Placed Calls list, select the desired entry, and press  or the **Send** soft key


To dial your last number:

- Press  twice when the phone is idle

Voicemail


Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

To listen to voice messages:


1. Press  or the **Connect** soft key
2. Follow the voice prompts to listen to your voice messages

Mute/Un-mute

To mute:

- Press  to mute the microphone during a call

To un-mute:

- Press  again to un-mute the call

Conference Call

1. Press the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and press the **Send** soft key.
3. Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference
4. Press the **EndCall** soft key to disconnect all parties

 You can split the conference call into two individual calls by pressing the **Split** soft key

Transfer a call

Blind Transfer:

1. Press the **Trans** soft key during an active call
2. Press the **BTrans** soft key

Attended Transfer:


1. Press the **Trans** soft key during an active call.
2. Enter the number you want to transfer to, and press the **Send** soft key
3. Press the **Trans** soft key when the second party answers

End a call

Using the handset:

- Hang up the handset or press the **EndCall** soft key

Using the speakerphone:

- Press  or the **EndCall** soft key

Using the headset:

- Press the **EndCall** soft key

Hold/Un-hold

To place a call on hold:

- Press the **Hold** soft key during an active call

To resume the call:

Do one of the following:

- If there is only one call on hold, press the **Resume** soft key
- If there is more than one call on hold, select the desired call, and press the **Resume** soft key

Call Forward



To enable call forward:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->Call Forward**.
2. Select the desired forward type
3. Enter the number you want to forward to. For **No Answer Forward**, select the desired ring time to wait before forwarding from the **After Ring Time** field
4. Press the **Save** soft key to accept the change

Adjust the volume

- Press  to adjust the volume

Call History

1. Press the **History** soft key when the phone is idle, press  or  to scroll through the list
2. Select an entry from the list, you can do the following:
3. Press the **Send** soft key to call the entry
4. Press the **Delete** soft key to delete the entry from the list
5. If you press the **Option** soft key, you can also do the following:
6. Select **Detail** to view detailed information about the entry



- Select **Add to Contacts** to add the entry to the local directory.
- Select **Add to Blacklist** to add the entry to the blacklist.
- Select **Delete All** to delete all entries from the list

Contacts

To add a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields
4. Press the **Save** soft key to accept the change

To edit a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**
2. Press or to select the desired contact, press the **Option** soft key and then select **Detail** from the prompt list
3. Edit the contact information
4. Press the **Save** soft key to accept the change

To delete a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**
2. Press or to select the desired contact, press the **Option** soft key and then select **Delete** from the prompt list
3. Press the **OK** soft key when the LCD screen prompts "Delete selected item?"

Speed Dial

To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->Dsskey**
2. Select the desired DSS key, and press the **Enter** soft key
3. Select **SpeedDial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field, enter the number in the **Value** field
4. Press the **Save** soft key to accept the change

To use the speed dial key:

Press the speed dial key to dial out the preset number

Hosted PBX Short Codes

CALL FORWARD	<ul style="list-style-type: none"> • Enable call forward: Dial *72 followed by the destination number (this can be an internal extension or an outside number) • Disable call forward: Dial *73
DIRECT EXTENSION PICKUP	Dial *87 followed by the ringing extension number
VOICEMAIL	<ul style="list-style-type: none"> • Setup or listen to a specific voicemail box: Dial *97 followed by the voicemail box number and follow the prompts • Setup or listen to your voicemail box from you device: Dial *98 and follow the prompts
CALL PARKING	<ul style="list-style-type: none"> • Park a caller: Dial *3 followed by the parking spot e.g. 101, 102 etc. • Retrieve a parked caller: Dial *3 followed by the parking spot e.g. 101, 102 etc. • Park a caller in the next available spot: Dial *4
CALL CENTER	<ul style="list-style-type: none"> • Agent login: Dial *20 • Set agent as ready: Dial *21 • Set agent as away: Dial *22 • Logout agent: Dial *23
HOT DESKING	<ul style="list-style-type: none"> • Enable hot desking: Dial *11 followed by your hot desk ID • Disable hot desking: Dial *12 • Toggle hot desking on and off: Dial *13 followed by your hot desk ID. <p>You can enter these shortcodes on any device.</p>