

## USING YOUR IP PHONE

### ADJUSTING VOLUME SETTINGS

- ❖ To adjust the receiving volume, press the volume control button up (+) or down (-) when the handset, headset, or speakerphone is in use.
- ❖ To save the volume setting for future calls, press the **Save** softkey. If you do not save your volume change, it will revert to the previously saved volume level.
- ❖ While the phone is in an idle state, the volume control button will adjust ringing volume.

### ANSWERING A CALL

- ❖ To use the handset, lift the handset.
- ❖ To use the speakerphone, press the line key associated with the incoming call, press the **Speaker** button, or press the **Answer** softkey.
- ❖ To use a headset, press the **Headset** button.

### MUTING A CALL

- ❖ To activate mute, press the **Mute** button. When activated, the button will light red.
- ❖ To deactivate (turn off) mute, press the **Mute** button again. Red light will extinguish.

### PLACING A CALL

- ❖ To use the handset, lift the handset.
- ❖ To use the speakerphone, press an available line key, the **Speaker** button or the **NewCall** softkey.
- ❖ To use a headset, press the **Headset** button.
- ❖ Dial **9** for an outside line then the telephone number, or dial an internal 4- or 5-digit extension. For a long distance call, dial **9+1** then the telephone number.
- ❖ To call the most recently dialed number, press the **Redial** softkey. If you do not lift the handset or activate the headset, the speakerphone will automatically be activated.
- ❖ To dial while on-hook, use the keypad to enter the telephone number then go off-hook in any manner suggested above to place the call.



**Note:** If while entering a phone number you make a mistake, you can press the << softkey to erase one or more digits. To exit the dialing attempt, press the **Cancel** softkey.

### ENDING A CALL

- ❖ To end a handset call, replace the handset or press the **EndCall** softkey.
- ❖ To end a speakerphone call, press the **Speaker** button or press the **EndCall** softkey.
- ❖ To end a headset call, press the **Headset** button or press the **EndCall** softkey.

### HOLDING A CALL

- ❖ With call in progress, press the **Hold** softkey.
- ❖ To return to the call, press the **Resume** softkey.

### TRANSFERRING A CALL

- ❖ With call in progress, press the **Transfer** softkey. Call is automatically placed on hold.
- ❖ Dial the extension to which you wish to transfer the call.
- ❖ If screening the call, wait for the called party to answer. If you need to return to the original call, press the **EndCall** softkey then the **Resume** softkey. Otherwise, press the **Transfer** softkey again to release the call.

### TRANSFERRING A CALL DIRECTLY TO VOICE MAIL

- ❖ With call in progress, press the **Transfer** softkey. Call is automatically placed on hold.
- ❖ Dial \* plus the extension to which you wish to transfer the call.
- ❖ Press the **Transfer** softkey to release the call. Call is sent directly to the mailbox greeting.

### USING DO NOT DISTURB

- ❖ While the phone is idle, press the more softkey then the DND softkey to mute incoming ringing calls. When you receive an incoming call, you will hear one beep and the call will flash on your phone.
- ❖ Upon receiving an incoming call, press the DND softkey to mute the ring.

### DIVERTING A CALL TO VOICE MAIL

- ❖ To send a ringing call directly to your voice mailbox, press the **iDivert** softkey.

### SWITCHING BETWEEN MULTIPLE CALLS

- ❖ To switch between connected calls on one line (one call on hold, one active), use the navigation pad to highlight the held call and press the **Resume** softkey. The active call is placed on hold.
- ❖ To switch between connected calls on separate lines (e.g. one on primary line, one on a shared line) press the line key to which you are switching. If a single call is holding on that line, the call will automatically resume and the active call is placed on hold. If there are multiple calls holding, use the navigation pad to highlight the appropriate call then press the **Resume** softkey.
- ❖ To switch from an active call to answer a ringing call on the same line, press the **Answer** softkey. Or, to switch from an active call to a call on another line, press the flashing line key. Any active call is placed on hold.

## PARKING A CALL

- ❖ With call in progress, press the **more** softkey until the Park softkey appears.
- ❖ Press the **Park** softkey. The screen will display the call park number (1300 – 1319) to which the call is assigned. Make a note of this number.
- ❖ To retrieve the call from any phone, dial the call park number assigned to that call.
- ❖ If the call is not retrieved within a specific amount of time, it will ring back to the phone that parked the call.

## SETTING CALL FORWARD

- ❖ To set call forwarding on your primary line, press the **CFwdALL** softkey while phone is idle. You will hear two beeps.
- ❖ Enter the extension to which you wish to forward all of your calls. If forwarding calls to voice mail, press the **Messages** feature button.
- ❖ To cancel, press the **CFwdALL** softkey again.

## USING CALL PICKUP

- ❖ To answer a ringing call on a phone within your pickup group, press an available line key, then press the **PickUp** softkey. The call will begin ringing on your phone.
- ❖ Press the **Answer** softkey to answer the call.

## PLACING A CONFERENCE CALL

- ❖ With first call in progress, press the **more** softkey then the **Confrn** softkey when it appears. The first call is automatically placed on hold.
- ❖ Place your next call. When it connects, press the **Confrn** softkey again to add the party to the conference.
- ❖ Repeat the above steps to add up to a maximum of sixteen parties to the conference call.
- ❖ To see a list of conference participants, press the **ConfList** softkey. The conference initiator is indicated by an asterisk (\*) next to the name.
- ❖ If you are the conference initiator, you can delete a party by highlighting the party's name then pressing the **Remove** softkey.
- ❖ To end a conference call, all but one party must hang up. Once the initiator of the conference hangs up, no additional parties can be added.

# USING FEATURE BUTTONS

## MESSAGES

### ACCESSING VOICE MAIL

- ❖ To access your voice mailbox, press the **Messages** feature button.
- ❖ Enter your password.

## DIRECTORIES

### VIEWING RECENTLY MISSED / RECEIVED / PLACED CALLS

- ❖ Press the **Directories** feature button.
  - ❖ Use the navigation pad to highlight the directory you wish to view then press the **Select** softkey. Use the navigation pad to scroll through the records. When a call record is highlighted, you may press the **Dial** softkey to redial that number.
-  **Note:** If you wish to redial an external number from either the Missed Calls or Received Calls Directory, you must first press the **EditDial** softkey then enter a **9** for a local call or **91** for a long distance call on the keypad to insert it before the telephone number. Then you may press the **Dial** softkey to place the call.
- ❖ To exit, press the **Exit** softkey twice or press the **Directories** feature button.

### USING THE CORPORATE DIRECTORY

- ❖ Press the **Directories** button.
  - ❖ Use the navigation pad to scroll down and highlight the Corporate Directory option, then press the **Select** softkey, or use the keypad to enter the number corresponding with this menu item.
  - ❖ You may search for a record based on First Name, Last Name or Number. Use the navigation pad to highlight your choice.
-  **Note:** To enter a name using the keypad, press the key corresponding to the letter of the alphabet you wish to select. To scroll through the letters associated with each key, press the key rapidly. For example, press **2** on the keypad one time to display the letter "a". To enter the letter "b", press the **2** key again without pausing. You may use the << softkey to back up.
- ❖ Once your search criteria have been entered, press the **Search** softkey to look up the requested information.
  - ❖ To dial from a listing, use the navigation pad to scroll to it then go off-hook.

## SETTINGS

### CHANGING THE SCREEN BRIGHTNESS

- ❖ Press the **Settings** feature button.
- ❖ Use the navigation pad to highlight **User Preferences** then **Brightness**.
- ❖ Use the **Up** and **Down** softkeys or the volume control button to adjust the brightness level.
- ❖ Press the **Save** softkey to accept and save your changes.
- ❖ To exit, press the **Exit** softkey or press the **Settings** feature button.

### CHANGING THE RING TYPE

- ❖ Press the **Settings** feature button.
- ❖ Use the navigation pad to highlight **User Preferences** then **Rings**.
- ❖ Choose a phone line or the default ring setting.
- ❖ Use the navigation pad to scroll through the ring types.
- ❖ To hear a ring type, press the **Play** softkey while the selection is highlighted.
- ❖ Press the **Select** softkey while highlighted to choose a ring type, then press **Save**.
- ❖ Press the **OK** softkey to accept and save your changes.
- ❖ To exit, press the **Exit** softkey or press the **Settings** feature button.

## SERVICES

### ACCESSING SERVICES

- ❖ Press the **Services** feature button.
- ❖ Use the navigation pad to scroll through the available services then press the **Select** softkey.



**Note:** Before you can view any services on your phone, your system administrator must first customize them and make them available to you.

- ❖ To exit, press the **Services** feature button.

## HELP

### USING THE HELP FEATURE

- ❖ Press the **Help** feature button for the main Help menu.
- ❖ For information about a specific button, press the **Help** feature button, then press the button about which you would like further information.
- ❖ For help with a specific feature, press the feature button about which you would like further information.
- ❖ To exit, press the **Help** feature button.