1 Place a Call
To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

Redial Last Number
Press Redial to redial on your primary line. To redial on another line, press the line button first.

Dial On-Hook
1. Enter a number when the phone is idle.
2. Lift the handset or press Call, Headset, Speakerphone, or Select.

Speed Dial
Enter a speed-dial item number and press Speed Dial. You may also have speed dials assigned to some buttons along the left side of your phone.

2 Answer a Call
New calls display as a flashing amber line button, an animated icon and caller ID on the screen, and a flashing red light on your handset.

Answer Multiple Lines
If you are talking on the phone when you get another call, a message appears on the phone screen. Press the flashing amber line button to switch lines and press the session button to answer the second call and put the first call on hold.

3 Hold
1. Press Hold. The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button, Resume, or Hold.

4 Mute Audio
1. While on a call, press Mute. The button glows to indicate that mute is on.
2. Press Mute again to turn mute off.

5 Transfer
1. From an active call, press Transfer.
2. Enter the transfer recipient’s phone number.
3. Press Transfer again (before or after the party answers). The transfer completes.

Direct Transfer
You can transfer the active call to the held call either on the same line or across lines.
• From an active call, press Transfer.
• Press Active calls to select the held call, and press Transfer again to finish the call transfer.

6 Conference
1. From an active call, press Conference.
2. Make a new call.
3. Press Conference again (before or after the party answers). The conference begins and the phone displays “Conference.”
4. Repeat these steps to add more participants.
   The conference ends when all participants hang up.

Join Calls
You can conference the active call with the held calls either on the same line or across lines.
• From an active call, press Conference.
• Press Active calls to select the held call, and press Conference again to create the conference.

View and Remove Participants
During a conference, press Show Details. To remove a participant from the conference, scroll to the participant and press Remove.

7 Forward All
1. To forward calls received on your primary line to another number, press Forward all.
2. To forward calls to another number, enter a phone number.
3. To forward all calls to voicemail, press Messages.
4. To cancel call forwarding, press Forward off.

To set up forwarding on a secondary line, press the line button to select the line and press Forward all.

8 Voicemail
New message indicators:
• A solid red light on your handset
• The voicemail icon and number display on the screen along with one idle session button

Listen to Messages
Press Messages and follow the voice prompts. To check messages for a specific line, press the line button first.

9 Divert
Press Divert when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail.

10 Call History
View Call History
1. Press Applications.
2. Scroll and select Call History.
3. Select a line to view. Your phone displays the last 150 missed, placed, and received calls.
4. To view details for a call, scroll to the call, Press More, and then press Details.

View Missed Calls Only
1. View your call history.
2. Press Missed. Alternately, press the session button mapped to the Call History icon.

Dial Call History
1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press Select.
3. To edit a number before dialing, press More > EditDial.
11 Settings

Volume
The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press Volume when the phone is in use.
- To adjust the ringer volume, press Volume on the left (-) or right (+).
- To silence the phone when ringing, press Volume left one time. Pressing Volume multiple times lowers the ringer volume.

Ringtone
1. Press Applications.
2. Select Settings > Ringtone.
3. Select a line.
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press Set and Apply to save a selection.

Screen Brightness
1. Press Applications.
2. Select Settings > Brightness.
3. Press the Navigation cluster left or right to increase the brightness and press Save.

Font Size
1. Press Applications.
2. Select Settings > Font Size.
3. Select Tiny, Small, Regular, Large, or Huge.
4. Press Save.

12 Navigation
Where are the Line Buttons?
Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features.

Where are the Session Buttons?
Session buttons are located on the right side of the phone screen.

Where are the Softkeys?
Four softkey buttons are located below the phone screen. You can press More (when available) to reveal additional softkeys.

13 Tips

How Can I Keep Track of Multiple Calls?
Line button colors indicate call states and can help you stay oriented when handling multiple calls including shared lines:
- Ringing call—Flashing amber
- Connected call—Solid green
- Held call—Flashing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flashing red

What Is the Best Way to Use My Headset?
If you use a headset to dial or answer a call, your headset is the primary audio path and a headset icon displays in the right corner of the header bar. Press Answer to automatically answer the call using the headset.

How Do I Set Up Speed Dials?
To set up Speed Dials and customize other features and settings for your phone, use a web browser on your computer to access the Self Care Portal.