Line Buttons: Will display the phone lines you have access to.
Messages: Will direct you to the Voicemail Service
Directory: Will display the directory menu. Items included in the
directory are: Missed, Received, & Placed calls.
Settings: allow you to personalize your phone. Options
included in settings are: display contrast, ring type, & ring
volume.
Volume Control: during a call, use the volume control to
increase or decrease the volume of the handset & speaker
phone.
Services: allow you to access My Address Book & My Speed Dials.
Scroll: navigate through the directories & settings.
Soft Keys: will change depending on the state of the phone is
in (in or not in use).

Rear of Phone
Headset port – Plug your headset here
Phone line port – some headsets will actually plug here
10/100 PC – Ethernet port – This is where your computer
connects to your phone (unplugging this cable will drop your
call)
10/100 SW – This is where your phone line actually comes in
(this is also how your phone gets power and will drop your call
if connected)
AUX – Used for expansion modules (This is not used in most
cases).
Foot stand – Controls the height/angle of the phone. The
button on the right side of the phone releases this for
adjustment.

Accessing Outside Lines
• Lift the H&set & dial the number preceded by
  ‘9’ OR
• Press the Line, Speaker, Headset, NewCall
  buttons & dial the number preceded by ‘9’

Placing a Call on Hold:
• During a call, press the Hold soft key
• To return to the call, highlight the call & press the
  Resume soft key
• To place another call from that line, press the
  New Call soft key

Transferring a Call:
• Press the Transfer soft key (caller is put on
  hold automatically)
• Dial the number to transfer the call to
• When you hear ringing press Transfer button
  OR wait to announce call then press Transfer
  a second time
  • To retract the transfer, press End Call prior to
    the pressing Transfer the second time, then
    press Resume to get the call off Hold
  • Dial * + extension to transfer directly to
    voicemail.

Forwarding Calls:
• Press the CFwdAll soft key
• Dial the number to which you want to forward
  all calls OR press the Messages key to forward
to Voicemail
• To end call forwarding, press the CFwdAll key

Using Corporate Directory:
• Press the Directory button
• Select Corporate Directory
• Enter a portion of the name & press Search
• Select the user & press Dial

Conference Calls:
• During a call, press the More soft key & then
  the Confrrn soft key.
• Call the other party
• When the call connects, press the Confrrn soft
  key again to add this party to the call
  • To end the Conference prior to getting the
    third party on line, press End Call prior to the
    pressing Confrrn the second time, then press
    Resume to get the call off Hold
• Continue the previous steps to add additional
  parties to the conference call

Call History:
• Press the Directories button to display the
  directory menu:
  • Use the Scroll key to highlight the desired
    history then press the Select soft key
  • Use the Scroll key to highlight the desired
    number then press the Dial soft key place a
    call
  • Use the EditDial key to change the number to
dial out if needed (may need to add 9, 91, or
  remove some digits)

Ringer Volume:
• When the phone is on hook, you can change
  the ringer volume by pressing the volume
  control up or down repeatedly.
• Change the call volume by changing the
  volume while on a call, then press Save to
  retain the setting for the next call

Emergency Dialing:
• 911 can be dialed for Emergency services.
• Additionally, 9+911 will also reach Emergency
  services

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