1. VM Indication and Incoming Call Notification
2. Phone Display
3. Soft keys (displays screen specific commands)
4. OK (selects function assigned to left soft key)
5. Navigation Wheel (Left, Right, Up, Down)
6. Phone (Displays the phone screen)
7. Back (returns to previous menu)
8. Speaker
9. Main Menu (displays menu options and other phone settings)
10. Hold button
11. Volume up and down
12. Mute
Making Calls
If you are not already on a call, just dial the number. The first available appearance button is used for the call. Alternatively, press a specific appearance button in order to make a call using that button. Dial 9 first for an outside call.

Calling a Person from the Contacts List
You can use any directory contact to make a call. You can also use the directory in any function where Dir is displayed.
- Press the CONTACTS key. The directory menu is displayed.
- Use the left/right keys to select the type of directory entries you want displayed: External, Users, Groups, Personal (your own personal directory contacts) or All.
- Use the up/down keys to scroll through the list or start dialing the name you want to find to display matching entries. If you dial a name, to return to the full list, press Clear.
- To view more details of the highlighted name, press Details. To return to the directory press List.
- When the required entry is highlighted, press Call or press the button next to the name.

Redialing a Previous Number
- Press Redial. Use the up/down arrow keys to scroll through your 10 most recent outgoing calls.
- Press Call to call the number displayed in the call record.

Answering Calls
A slow flashing appearance button indicates an alerting call.
- To answer the call using the handset, lift the handset.
- To answer the call hands free, press the SPEAKER key.
- To answer the call on a headset, press the HEADSET key.
- Once you have answered the call, you can switch between different talk modes:
  - To switch to using the handset, simply lift the handset.
  - To switch to hands free, press the SPEAKER key. If you were using the handset you can now replace it.
  - To switch to headset mode, press the HEADSET key. If you were using the handset you can now replace it.
  - Pressing the call’s appearance key or any other appearance key will put the call on hold.

Answering Another Call
If you are already on a call, answering a new call automatically puts the existing call on hold.
- To answer the call, press the hold button to put the first call on hold, and then the line key next the ringing line.
- Alternatively, if you are done with the current call, say goodbye and press the line key next to the ringing line.

Call Handling
Adjust the Call Volume
While talking, you can adjust the volume of the incoming call. The volume is separately adjusted for the device (handset, headset or speaker) you are currently using.
- With the call connected, press the VOLUME key.
- Use the + plus and – minus keys to adjust the volume.

Muting a Call
Muting a call stops the caller from hearing you. However you can still hear them. The mute setting remains active even if you switch between calls using hold and or appearance buttons. If you change how you are listening to the call, for example switching from the handset to the speaker, the mute setting is canceled.
- To activate mute, press the MUTE key. The button will be lit while mute is active.
- To switch mute off, press the key again.

Ending a Call
- The Drop option can be used to end the currently highlighted call.
- If the call is on the phone’s speaker, the SPEAKER key is lit. Pressing the key again will end the call.
- If the call is on the phone’s headset, the HEADSET key is lit. Pressing the key again will end the call.
- If the call is on the phone’s handset, replacing the handset will end the call.

Starting a Conference (Up to 32 parties)
If you have connected call and any held calls, pressing Conf will start a conference with all those calls. Otherwise, to start a conference or to add another party to a conference:
- Press Conf. Your current call is automatically put on hold.
- Dial the party that you want to add to the conference.
- If they answer and want to join the call, press Conf again.
- If they do not want to join or do not answer, press Drop and then press the appearance key of the heard call.

Dropping/Muting Parties
- While in the conference, press the Details key. Scroll through the list of callers in the conference and:
  - To drop a caller from the conference, highlight them and press Drop.
  - To mute a caller, highlight them and press Mute. Repeat this to unmute them.
  - To return to the call display, press Back.

Transferring Calls
Blind: The caller is placed on hold while you transfer the call to a new recipient. You do not speak to the new recipient first.
- Press the (transfer) button or the Transfer soft key during a call. The caller is placed on hold.
- Enter the number to transfer the call to.
  - Press the (transfer) button or the Transfer soft key during a call. The caller is placed on hold.
  - Enter the number to transfer the call to.
- To drop a caller, press the (transfer) button or the Transfer soft key during a call. The caller is placed on hold.
  - Enter the number to transfer the call to.
  - To complete the transfer: Press the (transfer) button or the Transfer soft key.
  - To cancel the transfer: Press the Cancel soft key.
  - You will be taken to a screen showing that the inbound call is still on hold. At this point, you can either press the Transfer soft key to keep the caller on hold and dial a new recipient, or press the Resume key to speak to the caller.

Transfer a Caller to Voicemail
You can transfer a call to another user or group’s voicemail mailbox.
- While on an active call press transfer # key + the mailbox/extension number.
- Press Complete immediately.

Quiet a Ringing Call
You can quiet the ringer of a currently alerting call. The call will continue alerting visually but with no audio ring.
- If the call is not the currently highlighted call on the display, use the up/down keys to highlight it.
- Press Ignore.