




## SOFT KEYS (Displayed On Screen)

Features available based upon the state of your phone.


### PLACE A CALL

#### Internal

- Lift handset, press the **Speaker**  button, line button or the **New Call** soft key

- Dial the extension

#### External


- Lift handset, press the **Speaker**  button, line button or the **New Call** soft key

- Local—dial 9 + 7 digit number for 440 area code

- Long distance—dial 9 + 1 + 10 digit number

### CALL HOLD

#### Place a Call on Hold

- During a call, press the **Hold**  button

#### Retrieve a Call on Hold

- Press the **Resume** soft key or the blinking button next to the screen

### LAST NUMBER REDIAL

- Press the **Redial**  button


### PLACING A 911 CALL

- The 911/Emergency key is the bottom button to the left of the screen (shown in image above). It will dial 911 as soon as handset is picked up and the line key is pressed

### SPEED DIALING

- Phone is idle (no dial tone)
- Dial the speed code number
- Press the **SpeedDial** soft key
- Pick up handset or remain in speaker mode

### CALL HISTORY

- To view missed, received, or placed calls, press the **Applications**  button
- Select **Call History**
- Choose the line(s) you want a call history for
- Toggle between all and missed calls by selecting the **All Calls** and **Missed** soft keys
- To place a call to one of the phone numbers from within the directory, press the **Dial** soft key if the number can be dialed as it appears
- Press the **EditDial** soft key, edit the dialed number to include the outside access code, then press the **Dial** soft key if it's an external number

### DIVERT


- When the phone is ringing, press the **Divert** soft key

- The call is answered by voicemail

### CALL FORWARD

#### Activate


- When the phone is idle, press the **Forward All** soft key

- Enter the number *or* press the **Messages**  button for sending calls directly to Voicemail

#### Cancel


- Press the **Forward Off** soft key

### TRANSFER A CALL

- During a call, press the **Transfer**  button

- Dial the number

- Announce the call

- Press the **Transfer** soft key or **Transfer**  button to complete the transfer, and hang up

#### To Cancel a Transfer

If the person you attempt to transfer a call to is not available:

- Press the **Cancel** soft key

- Press the **Resume** soft key to return to the original call

## CALL PARK


### Park a Call

- During a call, press the **Park** soft key
- The call is automatically placed in a park position
- The park position is displayed above the soft keys

### Retrieve a Parked Call

- Dial the park position indicated when the call was originally parked
- You are now connected

## ACCESING THE DISTRICT DIRECTORY

- To view the corporate directories, press the **Directories**  button
- Press the down arrow to select the Corporate Directory and press the **Select** button
- Enter the first few characters of the first and/or last name of the person that you wish to reach
- Press the **Search** soft key
- To place a call to one of the phone numbers from within the directory, **lift the handset** or press the **Dial** soft key

## TRANSFER CALL INTO VOICEMAIL

While connected to the caller:

- Press the **Transfer** soft key
- Press the \* key
- Dial the person's extension you are transferring the call to
- Press the **Transfer** soft key


## LEAVE A QUICK MESSAGE IN A MAILBOX WITHOUT CALLING THE EXTENSION:

- Lift handset
- Press \* and the extension
- Leave message
- Hang up

## DISABLING VIDEO

- Option #1: Move the slider switch on the top of the camera to the left to block the video function and then move the slider to the right to unblock the video function
- Option #2: Hit the **Video Mute** button (Note: The call must be in session in order to use this function)

## PHONE ADJUSTMENTS

- Press the **Applications**  button to adjust any of the phone settings (LCD Contrast, Ring Type, Volume, etc.)