Phone Keys

The following keys display on both phone models:

<table>
<thead>
<tr>
<th>Keys</th>
<th>Functions</th>
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<td>📡</td>
<td>Menu.</td>
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<tr>
<td>🎤</td>
<td>Turns Headset off/on.</td>
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<tr>
<td>🎤</td>
<td>Turns Speakerphone off/on.</td>
</tr>
<tr>
<td>🎤</td>
<td>Mutes/unmutes Speaker.</td>
</tr>
<tr>
<td>⏸️</td>
<td>Holds/Resumes a Call.</td>
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<tr>
<td>⌚️</td>
<td>Transfers a call.</td>
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<tr>
<td>🈺️</td>
<td>Connects to Voicemail.</td>
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<tr>
<td>⬆️</td>
<td>Left/Right selects Accounts or Call Lists.</td>
</tr>
<tr>
<td>⬇️</td>
<td>Up/Down selects Contacts or Entries.</td>
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<tr>
<td>🔊</td>
<td>Adjusts the volume.</td>
</tr>
<tr>
<td>☑️</td>
<td>Confirms actions. Answers incoming calls.</td>
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<tr>
<td>✖️</td>
<td>Cancels actions. Rejects incoming calls.</td>
</tr>
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</table>

Place a Call

Only one call can be Active at any time.

To place a call, do one of the following:
- Use the handset, headset or speakerphone, **first**. Enter the phone number and **Send**.
- Enter the phone number and **Send**. Use the handset, headset or speakerphone.
- Select a Contact from a call list and **Send**.

To place a new call during an Active call, do one of the following:
- Press a **Line** key. The Active call is placed on Hold. Enter a phone number and **Send**.
- Press **Hold** to place the Active call on Hold. Press **NewCall**. Enter a number and **Send**.

Redial a Call

Redial options include:
- Redial the last dialed number: press **Redial** twice.
- Redial a previously dialed number: press **Redial** once to enter **Placed Calls** list. Use the up/down arrows to select the number and **Redial** or **Send**.

Answer a Call

Use the handset, headset or speakerphone.

To answer a new call while on an Active call, press **Answer**. The current call is placed on **Hold**.

End a Call

To end an **Active** call, replace the handset, press the headset or speakerphone key or **End Call**.

To end a **Held** call, navigate to the call and press **Resume** > **End Call**.

Hold and Resume a Call

When a call is placed on **Hold**, it is “parked” and caller is unable to communicate with others on the line. Multiple calls can be on **Hold**.

During an Active call, select **Hold**. To resume, select the Held call and press **Resume**.

Forward a Call

To manually Forward incoming calls:
- While the phone is ringing, press **FWD**.
- Enter a phone number and **Send**.

To automatically Forward all calls:
- Select **Menu>Features>Call Forward**. Select a **Line**, if available.
- Select a **Forwarding Type** (*Always*, *Busy*, *No Answer*). If **No Answer** is selected, enter the number of rings or ring time before the call is forwarded.
- Enter a forwarding number and **Save**.

To disable call forwarding:
- Select **Menu>Features>Call Forward** and a **Line**, if multiple Lines.
- Select a **Forwarding Type** > **Enter** > **Disable** > **Save**.

Forward a Call with Find Me / Follow Me:
Set up Find Me / Follow Me in Application Framework or the portal to forward calls, using the linked instructions.

Transfer a Call

Transfer a call as follows:
- Blind (automatic) - Press **Transfer**. Enter a number or select a Contact and **Trans**.
- Attended (introduction) - Press **Transfer**. Enter a number or select a Contact and **Send**. Press **Transfer** after the Contact answers.
Park a Call
If available, Park is used to place an Active call on Hold at one extension and pick it up at a different extension using one of the following methods:

**Softkey method:**
1. To Park an Active call, press the Park soft key.
2. To Retrieve a parked call, press the appropriate Line or key.

**Code method:**
1. While on an Active call, enter the appropriate Park code, e.g., 7000.
2. Press Transfer. The call is Parked.
3. From any local extension, dial the Retrieval code, e.g., 7001, to retrieve the call.

Do Not Disturb (DND)
When Do Not Disturb is enabled, the phone does not ring, and calls follow the next step in the extension’s Find Me/Follow Me rule.

To enable/disable Do Not Disturb, press DND.

Call History
The History list holds up to 100 entries and includes missed, received and placed calls. Icons indicate Placed, Received, Missed or Forwarded calls. Press the left/right arrow keys to switch among call lists.

1. Press History when phone is idle and arrow up/down to scroll through the list.
2. Select an entry from the list, and select:
   - Send to call the entry.
   - Delete to remove the entry from the list.
   - Option > Detail to view the entry information.
   - Option > Add to Contacts to add to Contacts.

Contact Directory
**Note:** Personal Contacts may be lost when firmware is updated.

**To Add a Contact:**
1. Navigate to Directory > Add.
2. Enter the Contact information and Add.

**To Edit a Contact:**
1. Navigate to Directory.
2. Select a Contact and Option > Detail.
3. Edit information and Save.

Conference Calls
The phone supports up to three parties (including yourself) in a conference call.

**To initiate a Conference Call with two Contacts:**
1. Enter a phone number or use a Directory or call list to call a Contact.
2. After the call connects, select Conference.
3. Call the next Contact and select Conference or Send.
4. After the call connects, select Conference again.

**To join an Active call and a Held call, press Conf.**

To disconnect the call, press End Call.

**Manage Conference Call options:**
- Select Hold to hold all Conference participants.
- Select Resume to enable all participants to hear the audio of everyone on the call.
- Select Split to end the conference and place the two participants on Hold in two separate calls.
- Press Mute to mute the conference call. All other participants can hear each other, but not you.

**To manage individual participants:**
Press Manage to select the desired party, and press:
- FarMute to mute the party. The muted party can hear everyone, but no one can hear the muted party.
- Remove to remove the party from the call.
- New Call to place a new call.
- Back to return to the previous screen.
- End Call to disconnect the conference call.

**Record a Call**
If available, record calls by pressing a configured Record key on the phone.

Options to Record calls:
- During an Active call, press the Record or URL key. “Recording in progress” displays in the status bar.
- End recording - Press the Record or URL key again.
- Pause recording - Select Pause. Resume to resume.
- Play recording - Dial an access code.

Voicemail
To retrieve Voicemails, press Message > Connect or Connect, depending on the phone model and follow the prompts.

Ring Tones
To change the incoming call Ring Tone while the phone is idle:
1. Press Menu>Settings>Basic Settings>Sounds>Ring Tones.
2. Press the up/down arrows to select Common or the required account/line.
3. Select a ring tone and Save.

Mute Microphone
To enable/disable the phone’s microphone, press Mute.

Adjust Volume
Press Volume up/down during a call to change Active call volume, or when the phone is idle or ringing to change ringer volume.

Speed Dial
If available, use Speed Dial for frequently used or hard to remember numbers by assigning a phone number to a digit key. Contact a site administrator to determine which options may be available to set up Speed Dial:
- The phone’s menus or soft keys.
- The portal (Individual Phone Settings).
- Application Framework (Phone Settings).

To place a call using Speed Dial:
- Long-press the appropriate preset Speed Dial key.