

Basic Desktop Telephone

Quick Start Guide



What's Covered

- Overview of phone
- Place and receive calls
- Place calls on hold
- Redial and viewing local call history
- Make a conference call
- Park a call
- Transfer a call
- Access your voicemail



Phone Keys

- Softkeys – History, Directory, DND and Menu
- Line Keys – (Line 1, Line 2, Parking and BLF)
- ☐ Menu.
- 🎧 Turns Headset Off/On.
- 🔊 Turns Speakerphone Off/On.
- 🔇 Mutes/Unmutes Speaker.
- 📞 Holds/Resumes a Call
- 🔄 Transfers a Call.
- ✉ Connects to Voicemail.
- ◀▶ Left/Right Selects Accounts or Call Lists
- ▲▼ Up/Down Selects Contacts or Entries
- 🔊 Adjusts the Volume
- Ⓞ Confirms Actions. Answers Incoming Calls.
- ⓧ Cancels Actions. Rejects Incoming Calls.



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 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**.



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**.



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**.



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.



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**.



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:

- To **Park** an Active call, press the **Park** soft key.
- To **Retrieve** a parked call, press the appropriate Line or key.



Do Not Disturb

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. (If **find-me-follow-me** has been configured)

To enable/disable **Do Not Disturb**, press **DND**.



Local 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.

- Press **History** when phone is idle and arrow up/ down to scroll through the list.
- 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.



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.



Conference Calls Cont.

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



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.



Voicemail

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

