

Phone Button Outline:



- **Exit** - Exit's out of various programming
- **Message Indicator** - Flashes when you have a voicemail (or a message waiting)
- **Soft Keys** - Corresponds with what the display says
- **Help** - Tells how a one touch key is programmed
- **Function One Touch Keys** - Used for various features, line keys, intercoms and one touch speed dials
- **Recall** - Same as Flash key for various features
- **Feature** - Used for programming
- **Answer** - Answers the First incoming call to a specific phone
- **Mic** - Mutes the microphone while on speakerphone
- **Menu** - Access to Company Directory, Call History and Ring Settings
- **Directory** - Speed Dials
- **Up** - Adjusts the volume on the ringer, handset and speaker
- **Down** - Adjusts the volume on the ringer, handset and speaker
- **Redial** - Review the last numbers dialed
- **Speaker** - Speakerphone
- **Transfer** - Transfer a call to another extension
- **Hold** - Holds the call

Dial Out

- **Lift handset** (or press **Speaker** key)
- **Choose Line** (if Applicable) OR Dial **9** (system will automatically choose one for you)

Speaker Phone Note: When using the **Speaker Phone** you must have your **MIC**  key **lit RED** in order for the caller to hear you, turn the **MIC**  key **off** if you would like to **Mute** the **Speaker Phone**

Parking a Call for another Employee

- With an active call, Press an **unlit Park key** (ex. Park 1), key will then flash on all phones
- Call or Page Employee to Pick Up “Park 1”

To Retrieve: Lift handset, press the **flashing Park key**

NOTE: Placing a call **ON HOLD** will keep your call on your **PERSONAL CALL KEY** and **NO ONE** else will be able to retrieve it (must be placed on park for other employees to retrieve call)

Placing a Call on Hold

- With an active call, Press the **Hold**  key

NOTE if Using Park: When placing a call on hold, another employee will NOT be able to retrieve the call. Hold is exclusive for yourself. If you need an employee to take that call, you will need to transfer it to them.

To Pick Up the Held Call: Press the flashing Line/Call key 

Transfer a Call

- With an active call, Press **Transfer** key 
- **Dial Extension Number** or **9 + Phone Number**, announce call (optional)
- **Hang up** for call to be transferred

Transfer a Call Directly to Voicemail

- With an active call, Press **Transfer** key 
- Press the **VMsg** key (on display), followed by the extension (creates no disruption for the employee)
- Hang up

OR

- With an active call, Press **Transfer** key 
- Dial the Extension Number, then press 8 (make a half ring at employees desk before Vmail picks up)
- Hang up

Intercom Calls

- **Lift handset** (or press **Speaker**  key)
- **Dial Extension Number**

Note: Press **VMsg** soft key (or press **8**) after the extension to go directly to voicemail

Paging (If Applicable)

- **Lift handset**
- Press pre-programmed **Page** key
- **After the double beep, Announce Call**
- **Hang Up** (Gently)

Conference call

1. **Make or receive** first **CALL** (internal or external), when the call is connected,
2. Press the **Conf** soft key (on display)
3. **Make or receive** second **call** (internal or external)
4. Press **Add** soft key, continue to follow steps 3 & 4 to add more callers OR
5. Press **Begin** soft key (on display) to join all calls

**Caller ID** (if Applicable)

- Press **List** soft key
- Press **CID** soft Key
- Use ↓ to review calls to *your* extension, lift handset (or press speaker) to call that number



Note: If you have a missed call, you will see  in the top left corner. When reviewing your Caller ID, the missed call will appear with a * beside the date and time of the call

Redial

- Press **List** soft key
- Press **Redial** soft Key
- Press ↓ ↑ arrows to review last 10 numbers you have called
- **Lift Handset** or press **Speaker** to call number on display

**Record a Phone Conversation** (If Applicable)

- *With an active call*, Press the **Record** Key (records conversation into your voicemail)
- Press **Record** key at any time to stop recording the conversation

Note: Retrieve the recorded conversation the same way as retrieving voicemail

Do Not Disturb (If Applicable)

- Press **DND** key (system will automatically turn it on within 10 second to DND all)

To Cancel: Press **DND** - system will automatically turn it off within 10 second. *Other options available:*

- Press **DND** key + **1** (sends **EXTERNAL** calls straight to vmail)
- Press **DND** key + **2** (sends **INTERNAL** calls straight to vmail)
- Press **DND** key + **3** (sends **ALL** calls straight to vmail)
- Press **DND** key + **0** (cancels **DND**)

Call Forward (If Applicable)

- Press **Call Fwd** Key, then press **1**
- Enter another **Extension Number**; or dial **9** plus phone **Number**
- Press **Speaker**  Key

To Cancel: Press **Call Fwd** key, press **0**

Programming the Buttons on your Phone

1. Press **Speaker**  Key, enter **751**
2. Press the button you'd like to program, Dial **01**
3. Enter an **Extension number** **OR 9 + Phone number** (if long distance it requires a 1 in front of the number)
4. Press **Hold** 
5. Press Next key to be programmed and follow steps 3 – 6 to program another button OR
6. Press **Speaker**  Key when finished

Station Speed Dial Programming:

1. Press **Speaker** , enter **755**
2. **Enter** the **speed dial** number you'd like to **Program** (0 to 9)
3. Dial **9** plus a telephone number
4. Press **Hold** 
5. Using keypad, **Spell out name** (NOTE: Pressing # after the letter will move the cursor to the right, press **Feature** to backup)
6. Press **Hold** 
7. Enter Next Speed Dial to be programmed and follow steps 3 – 6 to program another OR
8. Press **Speaker**  when finished

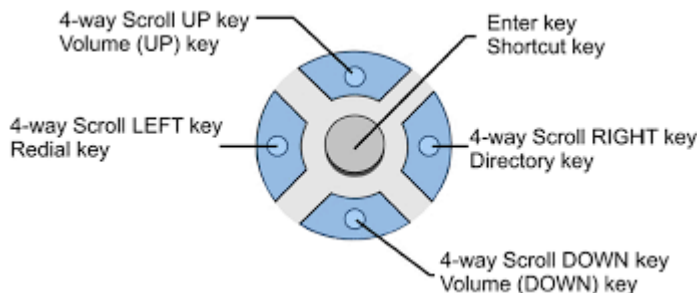
To Use: Lift Handset, press #, press **7** enter **speed dial** number (0 – 9) **OR** Press **Dir** soft key, then **STA**, then ↑ to scroll through speed dials, then lift handset

System Speed Dial:

1. **Lift Handset**
2. Press the button on the left side of the circle.
3. **Enter the Speed Dial Number**
OR
1. Press the **Phonebook** key (on the right side of the circle)
2. Scroll ↑ ↓ through speed dials.
3. **Lift Handset** to connect the call.

**VOLUME:**

- **Speaker Volume** – press **Speaker**, then **Volume Up or Down**
- **Handset Volume** – **Lift Handset**, then **Volume Up or Down**
- **Screen Contrast - Volume Up or Down**
- **Ring on phone** – While phone is ringing or **Speaker 729**, then use **Volume Up or Down**



- **NOTE:** Volume for any of the above will not work if you have **Background music** on, on your phone