

Overview of IP Phone



1	Handset	Pick up to place or answer a call.
2	Message Waiting Indicator	Displays solid red when you have a new voice mail message. Flashes red during an incoming call.
3	LCD Screen	Displays date and time, phone station name, line extensions, and soft key options.
4	Line Keys/Additional Line Keys	Indicates phone line status. When lit: Green: Line is idle Red: Line is in use. Red (flashing fast): There is an inbound call. Red (flashing slow): There is a call on hold.
5	Soft key buttons	Press a soft key button to perform the action shown on the label on the LCD screen above.
6	Navigation button	Ability to scroll left, right, up, or down with the four-way navigation button.
7	Messages button	Press the envelope button to access voice mail.
8	Hold Button	Press the button with the hand symbol to put a call on hold. To take the call off hold, you will need to press the red flashing line button to pick up the line.
9	Setup Button	Press to access a menu to configure features and preferences (such as your directory and speed dials), access your call history, and set up functions (such as call forwarding).
10	Mute Button	Press to mute or unmute the phone. When phone is muted, the button glows red. The button also glows red if the network connection cannot be found.
11	Volume Button	Press + to increase the volume and - to lower the volume of the handset, headset, speaker (when the handset is off the phone, or ringer volume (when the handset is on the phone).
12	Headset Button	Push to turn the headset on or off. When the headset is on, the button glows green.
13	Speaker Button	Push to turn the speaker on or off. When the speaker is on, the button glows green.
14	Keypad	Use to dial phone numbers, enter letters, and choose menu items.

Commonly Used Features

Notes:

1. Make a Call

- a. For internal calls, dial the 3 or 4-digit extension.
- b. For external calls just dial the number, no extra digits required.
 - o (Hint: You may press the Dial soft key to dial immediately.)

2. Voicemail (Voice Portal)

Setup your Voicemail

- a. Press the **Messages** button, dial ***62**, or dial your **phone number/extension**.
- b. The default PIN is **0518**.
- c. Enter a new passcode at the (voice portal wizard) prompt.
- d. Re-enter your passcode at the prompt.
- e. Record your name at the prompt.
- f. Press **#**.

Checking your Voicemail

- a. Press the **Messages** button or dial ***62**.
- b. Enter your PIN.
- c. Dial **#**.
- d. Press **"1"** to access voicemail.

3. Call Hold

- a. Press the **Hold** button.
- b. To retrieve the call, press the line button that is blinking red.

4. Call Forward

- a. Lift handset and dial ***72**.
- b. Enter phone number to which calls will be forwarded.
- c. Replace telephone handset. The service is on.
- d. To deactivate, press ***73**.

5. Call Return (last number redial)

- a. Lift handset and dial ***69**.
- b. The last incoming phone number is redialed.

6. Call Transfer

Direct Transferring

- During a call press the Navigation > arrow button to access more soft keys.
- During a call press the **bxfer** soft key.
- Dial the number to which you want to transfer the call.
- Press the **dial** soft key.

Consultative Transfer

- During a call press the **xfer** soft key.
- Dial the number to which you want to transfer the call.
- After you have consulted with the new party, press the **xfer** soft key to send the call to them. If they do not want to receive the call, hit the “Cancel” soft key and you will be back on the line with the original caller.

Transferring a call to voicemail

- During a call, press the Navigation > arrow button to access more soft keys.
- Press the **bxfer** soft key, **dial *55** and then press the user’s extension.
ie. ***551001**
- Press **EndCall**.

7. Do Not Disturb

- Press the **dnd** soft key.
- To deactivate, press the **-dnd** soft key.

8. Conference Call

- Place a call to the first party.
- Press the **conf** soft key.
- Dial the 2nd party.
- When the 2nd party answers, press the **conf** soft key to join all parties in the conference.

Note: You may conference up to (3) people using this specific Conference Call feature.

9. Call Park

Park a call

- To park a call, press the **xfer** soft key and then dial ***68**.
- Dial the extension where you want to park the call.
- Communicate the **Park** extension to desired party.
- To retrieve a parked call, dial ***88**.
- Dial the extension where the call is parked.

10. Paging

To Page through Phone

- Lift handset and dial **800**.
- Speak into the handset.

Notes:

11.Speed Dial

To program the Speed Dial:

- a. Lift handset and dial ***74**.
- b. At the dial tone, enter the one-digit code (**use numbers 2 – 9**) that will represent the number you want to program, followed by the complete number.
- c. Press the **#** key. The speed number is programmed.

To use the Speed Dial:

- d. Lift handset.
- e. At the dial tone, enter the one-digit code representing the number you want to dial. The speed number is dialed.

12.Ring Tones

- a. Press the **Setup** button.
- b. Press **4** on the key pad.
- c. Press the **change** soft key.
- d. Scroll through the ringer options, then press select soft key to choose the desired ringer.

13.Viewing Call History Lists

- a. Press the **Setup** button.
- b. Press **3** on the key pad
- c. Press **1, 2, or 3** to Choose from the following list.
 - **1 - Redial List** - Shows the last 60 numbers dialed from your phone.
 - **2 - Answered Calls** - Shows the caller ID of the last 60 answered calls.
 - **3 - Missed Calls** - Shows the last 60 missed calls.

Notes:

Soft Key Functions

Notes:

Button	Function
<< or >>	Move left or right though an entry without deleting characters.
activ	Activates screen saver mode.
add	Add an entry.
bXfer	Performs a blind call transfer (transfers the call directly to the intended recipient).
cfwd	Forwards all calls coming to your phone to a specified number.
-cfwd	Clears call forwarding.
conf	Initiates a conference call.
conflx	Conferences active lines on the phone together.
delChr	Deletes the last number or letter.
delete	Deletes an entire item (for example, a number from the Call History list).
dial	Dial a number.
dir	Access the phones directories.
dnd	Do Not Disturb; prevents incoming calls from ringing to your phone.
-dnd	Clears Do Not Disturb.
edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
grPick	Allows you to answer a call ringing on an extension by discovering the number of the ringing extension.
ignore	Ignores an incoming call.
lcr	Dials the Last Call Received.
miss	Shows the Missed Calls list.
park	Puts a call on hold at a designated “park” number. The call is parked on the line until you unpark it or the caller disconnects.
pickup	Answers a call ringing on another extension by entering the extension number.
phold	Puts a call on hold on an active shared line.
redial	Displays a list of recently dialed numbers.
resume	Resumes a call that is on hold.
select	Selects the highlighted item on the IP phone screen.
starcode	Allows you to enter a star code. (ie. *69 to dial the last received call)
unpark	Resumes a parked call.
xfer	Transfers an active line on the phone to a called number.
y/u	Enters a submenu and when pressed, toggles between Yes or No to enable or disable an option.