## Overview



Default Display Screen Shows Date, Time & Extension

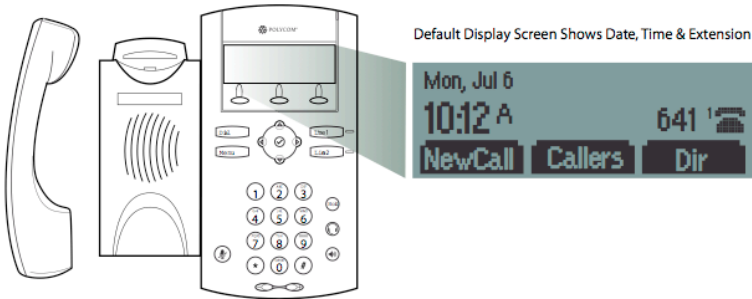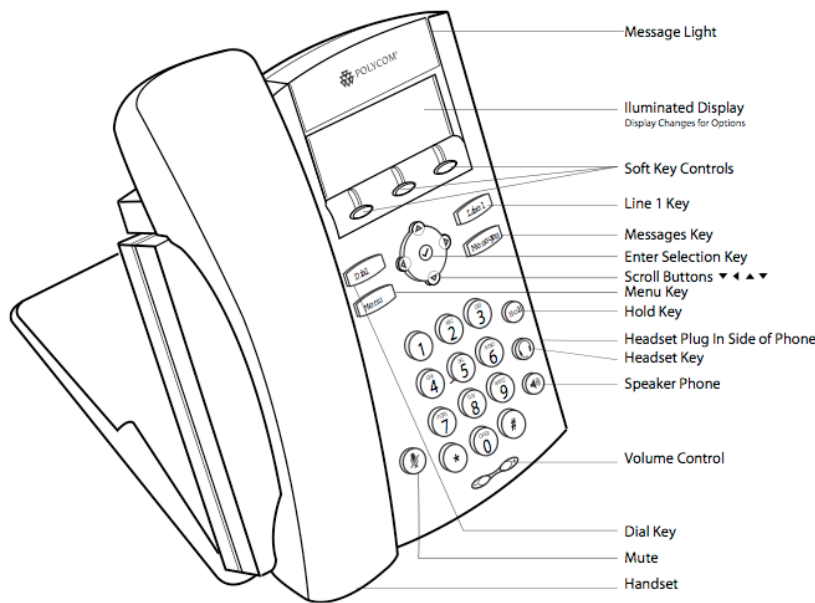Mon, Jul 6
10:12 A                    641 1
NewCall   Callers   Dir

## Features: Main Display

**VMail** Access voicemail box
**Icom** Page an extension
**More** Press for additional feature keys
**Paging** Page all extensions
**DND** Forward calls directly to VM
**CFWD** Forward calls to another number



Message Light
Iluminated Display
Display Changes for Options
Soft Key Controls
Line 1 Key
Messages Key
Enter Selection Key
Scroll Buttons ▼ ◄ ▲ ▼
Menu Key
Hold Key
Headset Plug In Side of Phone
Headset Key
Speaker Phone
Volume Control
Dial Key
Mute
Handset

## Features: While on a call

**End Call** Hang up current call
**Trnsfr** Transfer a call
**Conf** Create a 3-way call
**Park** Place call on hold, pick up from any phone
**Icom** Page an extension
**Paging** Page all extensions

## Features: Call is on hold

**Resume** Pick up call on hold
**Icom** Page an extension
**Trnsfr** Transfer a call
**Conf** Create a 3-way call

## How to Place a Call

You can place a call using the handset, headset, or speakerphone by pressing one of the following buttons:

- Dial (you'll see a list of placed calls - choose the desired number by pressing dial again)
- Line 1 or 2
- Headset
- Speaker

You can also dial the number first, and then choose the method you will use to speak to the other party.

During a call, you can alternate between Handset, Headset, or Speakerphone modes by pressing the Speaker or Headset buttons, or picking up the Handset.
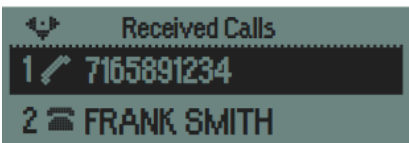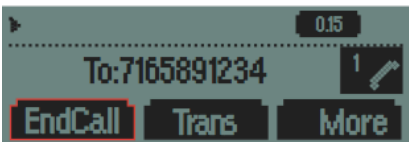
## Placing Calls from a Call List
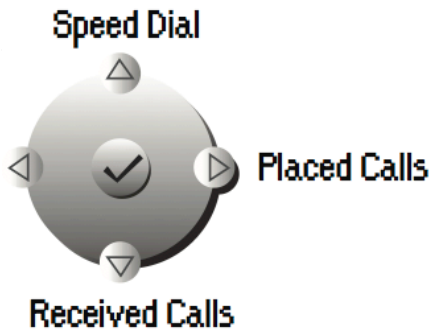
Use the **Up, Right and Down Arrow** keys to scroll through the list to find contact.

- **Up** shows your Speed Dial list
- **Right** shows your Placed Calls
- **Down** shows your Received calls
- **Left** exits the current screen

When the party you wish to contact is highlighted in black, press **Dial** or pick up the handset.

To end a call, do one of the following steps:

- Press the **End Call** soft key
- Replace the handset in the cradle
- Press the **Speaker** key if in speakerphone mode
- Press the **Headset** key if in headset mode

**Note:** When scrolling through your Received Calls using the up and down arrows, calls that were picked up show a phone receiver icon next to the phone number. Calls that were not picked up show an icon of an entire phone beside the number.

## To Put a Call on Hold

Call Hold and Resume

- During a call, press the **Hold** button.
- Press the **Hold** button or **Resume** soft key to resume the call

**Note:** As using the Hold feature typically generates music or a beeping tone, avoid putting a conference call on hold.
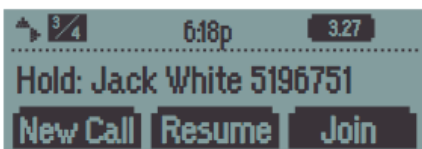
Multiple Calls on Hold

If multiple calls are on hold, use the **Up and Down Arrow** keys to switch between the calls, then press the **Resume** soft key to retrieve the desired call.
If two or more calls are on hold, an indicator appears on the display, e.g. "**3/4**", means that this is the third call out of four calls.

## Transferring Calls

There are two options when transferring calls:

**Attended (Normal) Transfer** - Allows you to speak with the receiving party prior to completing the call transfer. The receiving party will see the caller ID of the person transferring the call.
- Press **Trnsfr** soft key
- Press **Normal** soft key
- Enter extension or phone number and press **Dial** button
- Wait for Party to answer, and accept the call
- Press **Trnsfr** to send the call
- If the Party declines the transfer, press **Cancel** to return to the caller

**Blind Transfer** - The call is transferred directly to the receiving party. The receiving party will see the caller ID of the original caller.
- Press **Trnsfr** soft key
- Press **Blind** soft key
- Enter extension or phone number and press **Dial** button
- Call is transferred immediately

Transfer is complete when the display returns to the main screen.

### Transferring calls to an outside Telephone Number
The Transfer function allows you to transfer calls to an external telephone number using the same steps. Note: This type of transfer works like a Call Forward and usage charges may apply.

## Call Waiting

When you receive a new call while on a call, you have 3 options:

### Ignore
Silences the incoming call. The display will clear and the ring will be muted. The call is routed according to your extension configuration, e.g. Call goes to voicemail after 4 rings

### Answer
Place your active call on hold to answer the incoming call

### Reject
Sends the incoming call directly to voicemail

### Moving Between Active Calls

This screen shows 2 active calls, as indicated by "1/2" in the top left corner.

Press the **Down Arrow** key to see the call on hold (Call #2), as shown.

Press **Resume**, Call #1 will be placed on hold.

Press **Join** to conference this call with Call #1.

Press **EndCall** to hang up one call and return to the other.

## 3-Way Conference Calling

### When on an Active Call:
- If you have one call on hold and answer a new call, use the **Down Arrow** to go to the call on hold, then press the **Join** soft key. A conference is created with the active call, the call on hold and you.
- If you are on an active call and receive a new call, you can conference the new caller in by pressing the **Join** soft key.

### On Outbound Calls:
- Call the first party
- Press the **More** soft key to find the **Conf** soft key
- Press the **Conf** soft key. This creates a New Call and places the Active Call on hold
- Call the second party
- When the second party answers, press the **Conf** soft key again to join all parties.

### To Split Up a Conference:
- Press the **Split** soft key. Both parties will be placed on hold.

### To End a Conference Call:
- Press the **EndCall** soft key and hang up. Note: The other parties will continue to be connected until they hang up.

## Call Parking
Call Park allows you to place a call on hold at one extension and pick up the call from any other extension.

### Parking a Call:
- While on the call, press the **Park** soft key. The auto attendant will give a "park position". Take note of this number - it is the virtual extension where the call will be parked. The display will read '700' but listen for 701, 702, etc.
- Hang up
- If the call is for another user, notify him/her using **Icom**, **Paging**, or calling the extension.

### Picking up a Parked Call:
- The parked call can be picked up from any other extension by dialing the "park position" then **Dial.**

**If the parked call is not picked up within 90 seconds, the call will ring back to the extension that placed it on Park.**

## Call Pickup
Incoming calls to individual extensions can be picked up from any other phone by dialing **<extension>.
For example, pickup a call ringing to ext. 3065 on ext. 3025 by dialing **3065.

## Adjusting Volume
To adjust the volume, press the volume control buttons (- or +):
- Receiver volume - adjust during a call
- Ringer volume - adjust while phone is idle or ringing
- Speaker or Headset - adjust while in use

## Reboot
Occasionally the phone may need to be rebooted to clear an error or correct a malfunction.
1. Press **Menu**                                    2. Press **Setting** (or **3** on the dial pad)
3. Press **Basic** (or **1** on the dial pad)        4. Press **Restart** Phone (or **6** on the dial pad)
5. Press the **Yes** soft key to confirm restarting the phone

## Call Forward
Incoming calls can be forwarded to any number

### Call Forward Always
Forward all incoming calls
- Press CFWD softkey
- "Always" is highlighted
- Press Checkmark key twice
- Enter phone number to forward calls to and press OK
- Press Down Arrow key and press Checkmark key
- Press Up Arrow key to highlight Enable, press OK
- Press Left Arrow key, press Yes to save
- Screen will display "FWD:number"

### Call Forward No Answer
Forward incoming call if not answered
- Press CFWD softkey
- Press Down Arrow key to highlight "No Answer"
- Follow directions for Call Forward Always

### Call Forward Busy
Forward incoming call if user is on a call
- Press CFWD softkey
- Press Down Arrow key to highlight "Busy"
- Follow directions for Call Forward Always

### Disable Call Forward
- Press CFWD softkey
- Navigate to Enabled Call Forward feature
- Press Checkmark key
- Navigate to highlight Enabled, press checkmark
- Press Down Arrow key, press OK
- Press Left Arrow Key
- OK to Save

# Voicemail

Access VM
Press Voicemail button or Dial *71
Enter password
Recording: "You have X new messages and X old messages", or "You have no messages"

Access VM remotely
Call into Extension (via DID, auto-attendant, or from another extension) or dial *71 + extension
When the greeting begins, press *
Enter extension
Enter password

Listen to messages
Press 1 to retrieve messages.
> To access old messages, press 2 to change folders, then press 1 twice

Press 5 to repeat current message
Press 6 to listen to the next message
Press 7 to delete message
Press 8 to forward message to another extension
> Enter the extension to which message is to be forwarded
> Press 1 to pre-pend (record an introduction to the forwarded message).  Press # to send message when done recording
> Press 2 to forward without pre-pending.

Press * for help
Press # to exit
Press * during playback to rewind the message
Press # during playback to skip forward in the message

Save messages
Press 9 to save message, choose folder
> Press 0 to save in "new messages"
> Press 1 to save in "old messages"

Change outgoing VM recording
Press 0 for Mailbox Options
> Press 1 to record unavailable message
>> After recording:
>>> Press 1 to accept
>>> Press 2 to review
>>> Press 3 to re-record
> Press 3 to record name (extension identifier)
> Press 4 to record temporary greeting (holiday closure, out to lunch, etc). Follow prompts
>> VM will remind you that a temporary greeting is active
>> To change or remove, follow same procedure to access the option and follow prompts

Change password
Press 0 for Mailbox Options
> Press 5 to change password
> Enter new 4 or 5 digit password, then #
> Re-enter password, then #