Phone Views
Your phone has three main Views: Home, Calls, and Lines View (the default). You can access Home and Lines view at any time. If your phone has one or more calls, you can also access Calls view.

For Home View from any menu, press 📚. Press 📚 again to alternate between Home and Lines view.

Home View
Home view displays icons you can select to access phone functions.

Lines View
Lines view displays phone Lines, Favorites and soft keys.

If your phone is idle, you can press the Line key to access the Dialer.

Tip: Referring to Soft Keys
In this guide, soft keys are referred to by their names only. For example, to end an active call, press End Call.

Calls View
If your phone has one or more calls, you can access Calls view.

Tip: Switching between Lines and Calls View
When in Calls view, switch to Lines view by pressing More > Lines. Switch back to Calls view by pressing More > Calls.

Placing Calls
Pick up the handset, or press 🇺🇸 or 🇺🇸. Enter the phone number, and press Send or #.
Or enter the phone number first, then press Dial, pick up the handset, or press 🇺🇸 or 🇺🇸.
From Lines view: Press the phone Line key, enter the phone number, and press Send.
From Home view: Select New Call using the left and right arrow keys. Enter the phone number, and press Send.

Timesaver: Placing Calls Quickly
Press a Speed Dial, BusyLampField, Favorite, from the Lines display, or select a Contact from the Contacts Directory, then press Dial.

Answering Calls
To answer with the speakerphone, press 🎤 or tap Answer. To answer with the handset, pick up the handset. To answer with the headset, press 🎤 or using an Electronic Hookswitch headset.
To answer a new call while on an active call, tap Answer. The current call will be held.

Ending Calls
To end an active call, replace the handset, press 🇺🇸, or press 🇺🇸, or press End Call.
To end a held call, navigate to Calls view and highlight the held call. Press Resume, and press End Call.

Holding Calls
From Calls view, press Hold or 📚. Remember to highlight the call first.
To resume a held call, press Resume or 📚 again.

Transferring Calls
From Calls view press Transfer or 📸, and call the other party. When you hear the ringback sound, or after you talk with the other party, press Transfer or 📸 again. Press Blind to transfer without waiting for the ringback tone.

Forwarding Calls
To enable call forwarding, press Settings from Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press Enable.
To disable call forwarding, press Settings from Home or Lines view, select the forwarding type to disable, and press Disable.

To enable per-call forwarding: As your phone rings, press Forward, enter the forwarding number, and press Forward.

Placing Conference Calls
Call the first party, and after the call connects, press More, and select Confrnc. Then, dial and connect with the second party and press Confrnc again.

From Lines or Calls view, you can:
• Press Hold to hold all participants.
• Press End Call to remove yourself from the call, but keep the other participants connected.
• Press Manage to manage each participant (if available).
• Press Split to end the conference and hold all participants on separate Line keys.

Timesaver: Placing Conference Calls
If you have an active and held call, press Join to set up a conference.

Favorites
Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.

• To view your Favorites list - From Home view, press and select Directories>Favorites.
• To make a contact a Favorite - Navigate to your Contact Directory and press Add. Enter the contact’s information, and press Save. To make a contact a Favorite, enter a Favorite Index number.
• To update contact information - Navigate to your Contact Directory and select the contact. Press Info, press Edit, update the contact’s information, and press Save.
• To delete a contact - Navigate to your Contact Directory and select the contact. Press Info, press Delete, and press Yes to confirm.
• To search for a contact - Navigate to your Contact Directory and press Search. Enter search criteria, and press Search.
• To dial a contact from your Directory - Navigate to your Contact Directory and select the contact. From the contact’s information screen, select the contact’s phone number.

• A green star, , indicates a Favorite.

Viewing Recent Calls
From the Lines view, do one of the following:
• Press , select Directories, and select Recent Calls to view your Recent Calls list.
• Press the right arrow key to view the recent Placed Calls.
• Press the left arrow key to view the recent Received Calls.
• Press the down arrow key to view the recent Missed Calls.
• Press the up arrow key to view Favorites.

From the Recent Calls list, press Sort to sort and order calls, press Type to display only certain calls, or select a call record to call the person.

Contact Directory
To select a contact from the Contact Directory, press .
• To view your Directory - Select Directories from Home View. Select Contact Directory on the Directory screen.
• To add a contact - Navigate to your Contact Directory and press Add. Enter the contact’s information, and press Save. To make a contact a Favorite, enter a Favorite Index number.
• To update contact information - Navigate to your Contact Directory and select the contact. Press Info, press Edit, update the contact’s information, and press Save.
• To delete a contact - Navigate to your Contact Directory and select the contact. Press Info, press Delete, and press Yes to confirm.

Listening to Voicemail
An envelope, , adjacent to a Line key, indicates that line has voicemail. Select , and listen for the Voice Portal prompts to retrieve your Voicemail.

Muting the Microphone
During a call, press so other parties can’t hear you. To disable Mute, press again. This applies to calls using the handset, headset, and speakerphone.

Using Do Not Disturb
To enable or disable ringing, press DND from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

Adjusting Volume
To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing. The volume keys also control speakerphone and headset volumes when those modes are active.

Updating Ringtones
To change the incoming call ringtone, press Settings from Home View, and press Basic > Ring Type. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and tap the contact. Press Edit, update the contact’s ring type, and press Save.