**Button Information**

**Directories:** Use this button to access Missed, Received, and Placed Calls. Also use to access Personal and Corporate Directories.

**Headset:** Use this button to turn on headset. When headset function is activated, button will be lit.

**Help:** To learn about a button or a softkey, press the Help button. Then, quickly press the button or softkey you are inquiring about. Help also answers questions about other features and functions on your phone.

**Line or Speed Dial Keys:** Each line will have a directory name or number and a phone icon. This button can also be configured as a speed dial.

**Messages:** Auto-dials voice mail. Press Messages button then enter password and #.

**Mute:** When using handset, headset or speakerphone, pressing the Mute button will allow you to hear the other parties, but they will not be able to hear you. The button will display a red light when activated.

**Navigation:** Use this button to scroll through menus on your phone.

**Services:** Opens and Closes Service Menus, if programmed on your phone set.

**Settings:** Use this button to change Ringtones and Screen Contrast.

**Softkey:** Each softkey displays options that will be activated when pressed. Softkey options change based on what phone function you are using at the time.

**Speakerphone:** This button activates speakerphone. You can use speakerphone at any point during a call. When speakerphone is activated, button will be lit.

**Volume:** Changes the volume of the handset, headset, or speakerphone. When phone is idle, use this button to change the ring volume.

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**Call Handling**

**Place a Call**

1) **Using the Handset:**
   - Lift the handset, and dial the number
   - Dial the number, then, lift the handset.

2) **Using the Speakerphone:**
   - Press the **Speakerphone** button, and the number.
   - Dial the number; then press the **Dial** softkey. (To take a call off speakerphone, lift the handset.)

3) **Using the Headset:**
   - Dial the number; then press the **Dial** softkey. (To take a call off headset, lift the headset.)

**Note:** Make sure the **Headset** button is lit, indicating your headset option is activated.

**Answer a Call**

1) **Using Handset:**
   - Lift the handset

2) **Using Speakerphone:**
   - Press the **Answer** softkey or the line button of incoming call

3) **Using Headset:**
   - Make sure the **Headset** button is lit. Then, press the **Answer** softkey or the line button of incoming call.

**End a Call**

1) **Using Handset:**
   - Hang up the handset

2) **Using Speakerphone:**
   - Press the **EndCall** softkey, **Speakerphone** button or the line button.

3) **Using Headset:**
   - Press the **EndCall** softkey, the **Headset** button or the line button
Place a Call on Hold
- Press the Hold softkey.

To Retrieve a Call Holding on Your Phone
1) One Call Holding:
   - Press the Resume softkey.
2) Multiple Calls Holding:
   - Use the Navigation button to select the desired call. Then, press the Resume softkey.
3) Multiple Calls Holding on Multiple Lines:
   - Press the line button for the line to which you want to switch. Then, use the Navigation button to select the desired call. Press the Resume softkey.

Place a Call on Park
1) During a call, press the Park softkey.
2) Note the call park number displayed on your phone screen.

To Retrieve a Call on Park
- From any Cisco phone on your network, pick up the handset or press the New Call softkey, then enter the call park number.

Transfer a Call
1) During a call, press the Transfer softkey.
2) Dial the number to which you want to transfer the call.
3) Press the Transfer softkey again to complete the transfer.

To Cancel a Transfer
- If during the process of transferring a caller, you would like to cancel that transfer and get the caller back to you, press the EndCall softkey, then press the Resume softkey.

Set Up Conference Call
1) During a call, press the More softkey, then the Confrn softkey.
2) Place a call to another number.
3) When call connects, press Confrn again to connect all parties. Repeat to add additional people to your conference.

Note: You can have up to 8 people on your conference call.

Join Two Existing Calls
1) During a call, press the More softkey, then the Select softkey.
2) Use your Navigation button to scroll up to the call on hold.
3) This highlights the call on hold. Press the Join softkey.

Speed Dial from Directory
1) Press the Directories button.
2) Find the directory you want, then, press the corresponding item number. For example, press 3 for Missed Calls.
3) Press the EditDial softkey to add or remove digits before dialing.
4) Press the Dial softkey to speed dial a selected number.

Set up Personal Directory Through Your Phone
1) Under Directories button, select Personal Directory.
2) Enter your User ID and PIN, then, press Submit.
3) Select Personal Address Book.
4) Access search page by choosing Submit. (You do not need to enter search information first.)
5) Press New.
6) Use your phone keypad to enter a name and email information.
7) Choose Phones and use the keypad to enter phone numbers. Be sure to place a 9 before the telephone number. If the number is long distance, add the 1 after the 9.
8) Choose Submit to add the entry to the database.

Set up Call Forwarding on Your Primary Line
1) Press CFwdALL and enter a target phone number.
2) Phone will display call forwarding destination.

Cancel Call Forwarding on Your Primary Line
1) Press CFwdALL.
2) Phone will no longer display call forwarding destination.

Change the Ring Tone Per Line
1) Select User Preferences under Settings button.
2) Press Rings.
3) Select Line or Default Ring settings.
4) Use Navigation button to scroll through list of ring types.
5) Press the Play softkey to hear a sample of it.
6) Highlight the ring you want and press the Select softkey.
7) Press the Save softkey.