1. **Handset light strip** – Indicates an incoming call (flashing red) or voicemail message (solid red).

2. **Phone screen** – Displays status, feature and call information.

3. **Programmable Line and Feature buttons**
   - **Solid green**: Active call.
   - **Flashing amber**: Incoming call.
   - **Flashing green**: Held call.
   - **Solid red**: Shared line in use.

4. **Softkey buttons** – Engages the associated feature in the display.

5. **Navigation pad and Select button** – Like a cursor, used to scroll through menus and highlight active calls and features. While on-hook, pressing the up option displays your Recent call list and pressing the down option displays your programmed Speed Dials.

6. **Hold** – Places a call on hold and retrieves a held call.

7. **Conference** – Initiates a conference call.

8. **Transfer** – Initiates a call transfer.

9. **Speakerphone** – Activates (solid green) and deactivates the speakerphone.

10. **Headset** – Activates (solid green) and deactivates the user-provided headset.

11. **Mute** – Deactivates (solid red) and reacts the microphone.

12. **Keypad** – Allows you to dial phone numbers, enter letter and select menu items that are numerically numbered.

13. **Volume** – Adjusts the phone’s ringer volume while on-hook and the handset, speakerphone and headset volumes while off-hook.

14. **Contacts** – Corporate Directory look-up access.

15. **Applications** – **Recents** (view by All calls or Missed), **Preferences** (program Ringtone, Contrast, Headset sidetone, and Backlight), **Accessories** (configure analog headset).

16. **Messages** – Auto-dial access to voicemail.

17. **Handset** – Phone Handset.

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**PLACING CALLS**

To place a call using the handset:
- Lift the handset
- Dial the number

To place a call using the speakerphone:
- Press the **Speaker** button or
- Press the **New call** softkey or
- Press a line button
- Dial the number

To place a call using a headset:
- Press the **Headset** button
- Dial the number

To call a University extension number:
- Dial # then 5-digit extension number

To call an external telephone number:
- Dial the 10-digit telephone number

To call Emergency Services:
- Dial 911

To redial the last number called:
- Press the **Redial** softkey

To place a second call on the same line:
- Press the **Hold** button
- Press the **New call** softkey
- Dial the number

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**ENDING CALLS**

To end a call:
- Replace the handset or
  - Press the **Speaker** button or
  - Press the **Headset** button or
  - Press the **End call** softkey or
  - Press the **Release** button

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ANSWERING CALLS

To answer an incoming call using the handset:
- Lift the handset

To answer an incoming call using the speakerphone:
  - Press the Speaker button or
  - Press the Answer softkey

To answer an incoming call using a headset:
  - Press the Headset button

To answer a second incoming call:
  - Press the flashing line button

To answer a call on a shared line:
  - Press the flashing line button

DECLINE

To immediately forward a ringing call to voicemail:
- Press the Decline softkey

CALL HOLD

To place a call on hold:
- Press the Hold button

To retrieve a held call:
  - Press the Hold button or
  - Press the Resume softkey or
  - Press the flashing line button

To toggle between two held calls on the same line:
  - Press the flashing line button

To toggle between three or more held calls on the same line:
  - Press the flashing line button
  - Using the navigation pad, navigate to the held call
  - Press the Resume softkey

To toggle between held calls on shared lines:
  - Press the flashing line button

CALL TRANSFER

To transfer a call:
- Press the Transfer button or softkey
- Dial the extension or telephone number*
- Option: Announce the caller

If no answer or the line is busy:
- Press the Transfer button or softkey or hang up

To toggle between calls:
- Press the Swap softkey

To transfer two calls on the same line to one another:
  - While connected to an active call, press the Transfer button or softkey
  - Press the Resume softkey or the flashing line button

To transfer a call directly to a voice mailbox:
- Press the Transfer button or softkey
- Dial * then 5-digit extension
- Press the Transfer button or softkey or hang up

To view conference participants:
- Press the Details softkey

To remove a conference participant:
  - Using the navigation pad, navigate to the participant to remove
  - Press the Remove softkey

CALL PICKUP*

To answer a ringing call on a call pickup group members phone:
  - Go off-hook
  - Press the PickUp softkey

CALL FORWARD ALL CALLS

To immediately forward all your incoming calls to another number:
  - While on-hook, press the Fwd All softkey
  - Dial the extension or telephone number* or
  - Press the Messages button to forward calls to voicemail

To deactivate call forwarding:
  - Press the Forward off softkey

CONFERENCE CALLING

To place up to an 8-way conference call:
- While connected to an active call, press the Conference button or softkey
  - Dial the next participant
  - Option: Announce the conference
  - Press the Conference button or softkey

To add additional participants:
  - Repeat the above steps

To add an incoming caller to an existing call or conference:
  - While connected to the incoming call, press the Conference button or softkey
  - Press the Yes softkey to confirm and complete the conference

To view conference participants:
  - Press the Details softkey

To remove a conference participant:
  - Using the navigation pad, navigate to the participant to remove
  - Press the Remove softkey

* Assigned to lines requiring this functionality