



Layout & features

Numbered keys on the diagram match the legend below. Page 2 walks through every common task step-by-step.

TWO-PAGE REFERENCE

KEY LEGEND

- | | |
|---|---|
| <p>1 Power LED Indicator
Indicates call, message & system status</p> <p>2 Phone Screen
Calls, messages, soft keys, time & date</p> <p>3 Line Keys
Access your phone lines & features</p> <p>4 Soft Keys
Context-sensitive; labels change with task</p> <p>5 Feature Keys
Message · Headset · Mute · Page</p> <p>6 Keypad
Digits, letters & special characters</p> <p>7 Hold Key
Place a call on hold or resume</p> | <p>8 Transfer Key
Transfer a call to another party</p> <p>9 Redial Key
Redials a previously dialled number</p> <p>10 Speakerphone Key
Toggles hands-free operation</p> <p>11 Reversible Tab
Secures handset when wall-mounted</p> <p>12 Speaker
Ringer & speakerphone audio output</p> <p>13 Navigation · OK
Scroll menus; confirm or answer calls</p> <p>14 Volume Key
Adjust handset, headset & speaker volume</p> |
|---|---|

A PLACE A CALL

Using the handset

1. Pick up the handset.
2. Enter the number, then press the **Send** soft key.

Using a headset

1. Press **Headset** to activate headset mode.
2. Enter the number, then press **Send**.

Using the speakerphone

1. With the handset on-hook, press **Speaker**.
2. Enter the number, then press **Send**.

E VOICEMAIL

1. Press the **Vicemail** icon or dial **777**.
2. When prompted, enter your **PIN** and press **#**.

I VOLUME & MUTE

Volume

Use the **- / +** rocker:

- While idle — sets **ringer** volume.
- During a call — sets the active **handset / headset / speaker**.

Mute

Press **Mute** to mute or un-mute the active call. The mute key glows red while muted.

B ANSWER OR END A CALL

Handset: lift to answer, replace to end (or press **End Call**).

Headset: press **Headset**.

Speakerphone: press **Speaker**.

Reject an incoming call

Press the **Reject** soft key to send the caller straight to voicemail.

Tip: alternate between handset, headset and speaker mid-call by pressing the matching key.

F DO NOT DISTURB (DND)

Enable DND

1. Press the **DND** soft key when the phone is idle.
2. A **DND** indicator appears in the LCD status bar — incoming direct calls go straight to voicemail if configured.

Disable DND

Press **DND** again. The status indicator clears.

J HEADSET & SPEAKERPHONE

Headset mode

With a headset connected, press **Headset**. The key glows green; calls route through the headset.

Speakerphone

Press **Speaker** at any point to switch to hands-free.

C HOLD & RESUME

Place on hold

Press **Hold** or the **Hold** soft key during an active call.

Resume

Press **Hold** again or the **Resume** soft key.

Multiple calls on hold

Use **▲▼** to choose the held call, then press **Resume**.

G CALL FORWARD

1. Press **Menu**.
2. Select **Features**, then **Call Forward**.
3. Choose **Always**, **Busy**, or **No Answer**.
4. Enter the destination number.
5. For **No Answer**, use **▲▼** to set the ring delay.
6. Press **Save**.

Tip: This affects direct calls to the user only — not Ring Groups or Call Queues.

D TRANSFER A CALL

Attended transfer (announce first)

1. Press **Transfer** during the call.
2. Enter the number, then press **#**.
3. Announce the caller, then press **Transfer** or **Transfer**.

Blind transfer (no announcement)

1. Press **Transfer** during the call.
2. Enter the destination number.
3. Press **B Transfer**.

H CALL HISTORY & REDIAL

Redial last number

Press **Redial** twice from idle.

From the placed-calls list

1. Press **Redial** once.
2. Use **▲▼** to highlight an entry.
3. Press **Redial** or **Send**.

All call history

Press **History** to see Placed, Received and Missed.