











An Overview of Your Phone

1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
2	Line and Feature buttons	Access your phone lines, features, and call sessions. Line buttons are used to answer a call or resume a held call. Feature buttons are used to view calls on a line or access features such as Speed Dial.
3	Softkey buttons	Context sensitive buttons with labels above that indicate the function of the softkey based upon the call state. For example, softkeys are Redial, New Call, Fwd All, and Recents when your phone is on hook. When on a connected call, the softkeys are Hold, Details, End Call, and ... (more)



4	Navigation cluster and Select button	Use to scroll through menus, highlight items and select the highlighted item. 
5	Hold/Resume Transfer Conference	Hold/Resume  places an active call on hold and resumes the held call. Transfer  transfers the active call to another party or voice mail extension. Conference  creates a conference call.
6	Speakerphone Headset Mute	Speakerphone  toggles the speakerphone on and off. The button illuminates in green when the speakerphone is on. Headset  toggles the headset on and off. The button illuminates in green when the headset is on. Mute  toggles the microphone on and off. The button illuminates in red when the microphone is muted.
7	Messages Applications Directory	Messages  auto-dials your voice message service. Applications  accesses Call History, User Preferences, and Phone Settings and Information. Directory  accesses the Corporate Directory and your Personal Directory.
8	Volume button	Adjusts the volume of the ringtone, handset, headset, and speakerphone.



Adjust the Volume of Your Ring

1. Press the **Volume**   **button** while on hook.

Adjust the Volume of the Handset, Speaker, or Headset

1. Press the **Volume**   **button** during a call using the Handset, Speakerphone and/or Headset.

Adjust the Phone Screen Contrast




1. Press the **Applications**  **button** and press **2** to select **Preferences**.
2. Press **2** to select **Contrast**.
3. Press an arrow button on the **Navigation Cluster and Select button** to adjust to the desired brightness.
4. Press the **Save** softkey.
5. Press the **Applications**  **button** to return to the main phone screen.

Place and End Calls

...Using the Handset

1. Pick up the **handset** and dial the number or extension
or
Dial the number or extension and pick up the **handset**.
Dial 9 for an outside line and 1 if the number is long distance.
2. Return the handset to the cradle to end the call.

... Using the Speakerphone

1. Press the **Speakerphone**  button and dial the number or extension.
or
Dial the number or extension and press the **Speakerphone**  button.
Dial 9 for an outside line and 1 if the number is long distance.
2. Press the **Speakerphone**  button to end the call.




... Using the New Call Softkey

1. Press the **New Call** softkey and dial the number or extension.
Dial 9 for an outside line and 1 if the number is long distance.
Pressing NewCall invokes the speakerphone if the handset is in the cradle and the default audio path has not been changed.
path has not been changed.
2. Press the **End Call** softkey to end the call.


...Using Redial

1. Press the **Redial** softkey.
Pressing Redial invokes the speakerphone if the handset is in the cradle and the default audio path has not been changed.
2. Press the **End Call** softkey to end the call.



... Using the Headset

1. Press the **Headset**  button and dial the number or extension
or
Dial the number or extension and press the **Headset**  button.
Dial 9 for an outside line and 1 if the number is long distance.
2. Press the **Headset**  button to end the call.

...Set Default Audio Preference to Headset

1. To set the default audio preference to headset, press the **Headset**  button followed by the **Cancel** softkey.
A headset icon in the phone screen header line indicates the headset is the default audio path.
2. Use the softkeys exclusively such as **New Call**, **Redial**, and **Answer** to invoke the headset automatically.
*To reset the default audio path back to speaker phone, press the speaker button followed by the **Cancel** softkey.*

Mute Calls


1. Press the **Mute**  button.
The Mute button illuminates in red when the microphone is muted.
When Mute is on, the audio is disabled for the handset, headset, and speakerphone and external microphone. You can hear other parties but they cannot hear you.
2. Press the **Mute**  button (when illuminated) to turn Mute off.

Answer Calls



...Using the Handset

1. Pick up the handset.

...Using the Line Button

1. Press the flashing amber **Line**  button.
You will invoke the default audio preference.
See Set the Default Audio Path on this page for instructions.

... Using the Speakerphone

1. Press the **Speakerphone**  button.
*If the default audio preference is set to speakerphone, you can also press the **Answer** softkey, or the amber flashing **Line**  button.*


... Using the Headset

1. Press the **Headset**  button.
*If the default audio preference is set to headset, you can also press the **Answer** softkey or the amber flashing **Line**  button.*





... Using the Answer Softkey

1. Press the **Answer** softkey.
You will invoke the default audio preference.
See Set the Default Audio Path on this page for instructions.

Answer a Second Inbound Call

1. Press the amber flashing **Line**  button.
The first call is placed on hold.
You will hear a call waiting tone when you receive an inbound call while on a connected call. Your call stack is set to 4 calls with a busy trigger of 2.
2. Press the **...more** softkey then press the **Swap** softkey to switch between calls or press the **EndCall** softkey to end the connected call then press the **Resume** softkey to connect with the call on hold.





Switch Between Calls

1. To resume the call on hold, press the flashing green **Line**  button.
The second call is placed on hold and its line button flashes green.
The line button for the connected call is solid green.
*Press the flashing **Line**  buttons to switch between the calls or use the **Navigation Cluster and Select**  button to select the call and then press **Resume** .*

Send a Ringing Call Directly to Your Voice Mail

1. Press the **Decline** softkey.
*The call is transferred to your voice mail. If you are on a connected call, use the **Navigation Cluster and Select** button to select the inbound call and then press the **Divert** softkey.*




Hold and Resume

1. Press the **Hold**  button to place a call on hold.
The line  button flashes green.
2. Press the **Hold**  button, the flashing green **Line**  button, or the **Resume** softkey to resume the call.
*You cannot end a call that is on hold; therefore resume the call then press the **End Call** softkey.*


...Place a Call While on a Connected Call

1. Press the Hold button then press the New Call softkey and dial the number.
2. Press the **...more** softkey then press the **Swap** softkey to switch between calls or press the **EndCall** softkey to end the connected call then press the **Resume** softkey to connect with the call on hold.


Dial From The Corporate Directory

1. Press the **Directory**  button.
2. Press **2** to select **Corporate Directory**.
3. Use the keypad to spell the first few letters of the first name or press the down arrow on the **Navigation Cluster and Select button** to select **Last Name:** and spell the first few letters of the last name.
Press each key on the keypad repeatedly until the correct letter is selected.
*Press the **Backspace**  softkey to erase characters to the left.*
4. Press the **Search** softkey.
5. Use the **Navigation Cluster and Select button** to highlight the listing and press the **Dial** softkey.
*Press the **Directory**  button to the main phone screen.*



Dial from the Directory While on a Connected Call

1. Complete steps 1 through 5 above.
2. The first caller is automatically placed on hold.
3. Press the flashing green **Line**  button (representing the call that is on hold) to resume the first call or use the **Navigation Cluster and Select button** and press the **Resume** softkey.



Dial From a Call Log (Placed, Missed, Received Calls)

1. Press the **Applications**  button and press **1** to select **Recents** or press the **Recents** softkey.
*Recents initially displays **All calls**.*
2. If multiple lines exist, select **All Lines** or the required line.
3. Press the **Missed Calls** softkey to display only Missed Calls.
The icons enable you to determine if calls were placed or received.
3. Use the **Navigation Cluster and Select button** to select the call and press the **Call** softkey.
*If the call is from an external party, press the ... **(more)** softkey followed by the **EditDial** softkey and type any required prefixes such as 9 and/or 1.*

Clear Call History

1. Press the **Applications**  button and press **1** to select **Recents**.
2. Press the ... **(more)** softkey.
3. Press the **Clear** softkey then press the **Delete** softkey.
4. Press the **Applications**  button to return to the main phone screen.

Delete a Call from Call History

1. Press the **Applications**  button and press **1** to select **Recents**.
2. If multiple lines exist, select **All Lines** or the required line.
3. Use the **Navigation Cluster and Select button** to select the call.
4. Press the ... **(more)** softkey twice and press the **Delete** softkey.
5. Press the **Delete** softkey again to confirm.
6. Press the **Applications**  button to return to the main phone screen.

Park a Call

1. During a connected call, press the ... **(more)** softkey then press the **Park** softkey. The call is placed on hold on a call park extension.
Call Park extensions are 17060 – 17099.
2. Make note of the call park extension that displays next to the blinking line button.
This number is required to retrieve the parked call from another phone.
If the parked call is not retrieved within a specific time period (determined by your system administrator) the call rings back to the extension that parked it.

Retrieve a Parked Call

1. On any phone, go off hook using the handset, speakerphone, or headset.
2. Enter the call park extension into the keypad.
If the parked call is not retrieved within a specific time period (determined by your system administrator) the call rings back to the extension that parked it.


Voice Mail

- The handset light strip is solid red when you have new voice mail.


Listen to Messages

1. Press the **Messages**  button.
2. Enter your voice mail password **13579** and follow the prompts.

Personalize Your Voice Mail

1. Press the **Messages**  button.
2. Enter your voice mail password and follow the prompts.

Check Voice Mail From Another Extension

1. Press the **Messages**  button followed by the * **(star)** key.
2. Enter your extension (user id).
3. Enter your password and follow the prompts.


Check Voice Mail From an External Phone

1. Call (216) 957-8900 from any phone.
2. Enter your extension (user id).
3. Enter your password and follow the prompts.


Send a Ringing Call Directly to Your Voice Mail

1. Press the **Decline** softkey.
*The call is transferred to your voice mail. If you are on a connected call, use the **Navigation Cluster and Select button** to select the inbound call and then press the **Divert** softkey.*

Forward All Calls to Your Voice Mail


1. Press the **Fwd All** softkey followed by the **Messages**  button.
The phone screen will say "To Voicemail."
2. Press the **Fwd Off** softkey to cancel call forwarding.

Transfer a Connected Call to Someone's Voice Mail

1. Press the **Transfer**  button followed by the * **(star)** key.
2. Enter the recipient's extension and press the **Transfer** softkey.

Call Forwarding

Forward All Calls to Your Voice Mail

1. Press the **Fwd All** softkey followed by the **Messages**  button.
The phone screen will say "Forwarded to Voicemail."
2. Press the **Fwd Off** softkey to cancel.

Forward All Calls to Another Extension or Number

1. Press the **Fwd All** softkey and dial the number or extension.
 - Enter the number exactly as you would dial it.
 - For example, enter 9 and 1 followed by the area code and number if the number is external and long distance.
 - The phone screen will say "To followed by the number."
 - Your primary line button will display a call forward icon.



Cancel Call Forwarding

1. Press the **Forward Off** softkey.



Transfer Calls

- To transfer without speaking to the transfer recipient, complete a *Blind Transfer*.
- To speak to the transfer recipient before you transfer the call, complete a *Consult Transfer*.



Blind Transfer

1. Inform the caller that you are placing them on hold, then press the **Transfer**  button.
The caller is placed on hold and may hear hold music.
2. Dial the transfer recipient's number or extension and press the **Transfer**  button again to complete the transfer.



Consult Transfer

1. Inform the caller that you are placing them on hold, then press the **Transfer**  button.
The caller is placed on hold and may hear hold music.
2. Dial the target number or extension and wait for the transfer recipient to answer.
3. If the transfer recipient accepts the call, press the **Transfer**  button again to complete the transfer.
Or
If the transfer recipient does not accept the call, wait for the transfer recipient to hang up and press the **Resume** softkey to reconnect with the caller.

Transfer a Connected Call to Someone's Voice Mail



1. Press the **Transfer**  button followed by the * (star) key.
2. Enter the recipient's extension and press the **Transfer**  button.

Set the Ring Tone



1. Press the **Applications**  button and press **2** to select **Preferences**.
2. Press **1** to select **Ringtone**.
3. Press an arrow button on the **Navigation Cluster and Select** button to highlight a ringtone and press the **Play** softkey to hear the ringtone.
4. Repeat steps 3 above until you find the desired ringtone.
5. Press the **Set** softkey.
6. Press the **Applications**  button to return to the main phone screen.

Conference Calls


Create a Conference Call (Call each Participant)

1. Call your first participant.
2. Inform the participant that you are placing them on hold and press the **Conference**  button.
Your first participant is placed on hold.
3. Call the next participant and wait for the party to answer.
Your first participant is on hold; therefore you can have a private conversation with the second participant before you join him/her into the conference call.
4. Press the **Conference**  button to add the participant to your conference call.
5. To add additional participants, repeat steps 2 through 4 above.
Each time you press the Conference button, the current conference participants are placed on hold; therefore you can speak privately with each participant before you join them into the conference call.
You can have a maximum of 8 participants on a conference call.

Create a Conference Call (Join Active Calls)

1. Start with two active calls; one connected and the other on hold.
2. Press the **Conference**  button, then press the pulsing green **Session**  button (the line button of the call that is on hold).

View a list of Conference Call Participants

1. During a conference call, press the **...more** softkey then press the **Details** softkey.
 - Participants are listed in the order in which they joined the conference with the most recent participants on top.
 - The initiator of the conference appears at the bottom of the list with an asterisk next to his/her name.
 - You can have a maximum of 8 participants on a conference call.
2. Press the **Update** softkey to determine if any participants are no longer on the conference call.
3. Press the **Back**  button to return to the main phone screen.

Remove a Participant From a Conference Call

1. During a conference call, press the **...more** softkey then press the **Details** softkey.
2. Use the **Navigation Cluster and Select** button to select the participant and press the **Remove** softkey.
 - You must initiate a conference call in order to remove participants.
 - Anyone on a conference call can hang up at any time without disrupting the connection of the remaining parties.
 - You can have a maximum of 8 participants on a conference call.
 - You can press the **Swap** softkey to toggle between conference call and the other connected call before you add a participant.