How to Place a Call (multiple ways)
• Lift the handset and dial a number;
• If you have a headset, press the headset button and dial;
• Press the New Call softkey (speakerphone will automatically activate) and dial
• Press the New Call softkey (speakerphone will automatically activate) and dial
• Press the speakerphone button and dial
• Make a call on-hook by dialing a number when the phone is still on the hook and do one of the following:
  • Lift the handset after dialing or
  • Press a line button after dialing,
  • Press the Call softkey after dialing,
  • Press the headset button after dialing or
• Press the speakerphone button after dialing
• Redial the last number by pressing the Redial softkey

New Call (incoming)
  • A flashing red light on your handset
  • A flashing amber line button
  • An animated icon and caller ID

Answer a Call
To answer call, do one of the following:
  • Lift handset
  • Press flashing amber line button
  • Press Answer softkey
  • Press unlit headset or speakerphone button
Answer with Multiple Lines
If talking on the phone when a new call comes in on a different line, press the flashing amber line button to answer the second call and put the first call on hold automatically.

Mute
• Press the Mute button. The button glows to indicate that Mute is on.
• Press Mute again to turn Mute off.

Putting a Call on Hold
• While on a call, press the Hold button
  – The hold icon appears and the line button flashes green.
• To resume a call from hold, press the flashing green line button or the Resume softkey.

Transferring Calls
• Press the transfer button
• Dial the extension
• For a Blind Transfer:
  – After dialing the extension, press the transfer button again to transfer the call immediately without waiting for the party to answer
• For a Consult Transfer
  – From an active call, press the transfer button
  – Dial the extension
  – Wait for the transfer recipient to answer, you may announce you are transferring a call, then
  – Press the transfer button again to complete the transfer

Transfer Directly to VoiceMail
• Send the person on the line directly to the transfer recipient’s voicemail
  – From an active call, press the transfer button
  – Press the Asterisk (star) key before the extension number
  – Press the transfer button again to complete the transfer

Forwarding Calls
• Press the Fwd All softkey. You will hear two beeps
• Enter the number to which you want to forward all calls
• Cancel by pressing Fwd All Off

Conference Calls
• From a connected call, press the conference button
• Dial a number
• Wait for the call to connect
• Press the conference button
• Repeat to add additional participants
• Max of 4 people can be on a conference call

Setting Up VoiceMail
• Press
• Enter the default password: 1111
• Set up and personalize your voice message service by following the instructions:
  – Record your name
  – Record your message (pause and press # when you stop talking)
  – Pick a new password (4 digits in length)
• Do not hang up until the recording says you have finished setup and stops talking

Accessing VoiceMail
• Press button from your office phone
  – You will be asked to enter your password
  – Follow the prompts
• Call your voicemail from home by dialing:
  – Augusta personnel – 621-3457
  – Bangor personnel – 262-7788
• When the attendant answers, immediately press the # key
• When prompted for your ID, type your 4-digit extension
• Type in your password
Settings

Volume
Volume bar located to left of keypad
- To adjust the handset, headset, or speakerphone volume, press the Volume bar when the phone is in use
- To adjust the ringer volume, press the Volume bar up or down
- To silence the phone when ringing, press the Volume bar down one time (pressing multiple times lowers the ringer volume)

Ringtone
- Press the Applications button
- Select Preferences. (Use the Navigation bar and round Select button to scroll and select.)
- Select Ringtone
- If necessary, select a line

Screen Contrast
- Press the Applications button
- Select Preferences. (Use the Navigation bar and round Select button to scroll and select.)
- Select Contrast
- Press the Navigation bar up or down
- Press the Save softkey
- Scroll through the list of ringtones and press Play to hear a sample
- Press Set and Apply to save a selection