Internal Calls

- Lift handset or Press Speaker or New Call soft key or Line Key
- Dial 7 + 3-digit extension number when calling from Cisco Phone extension to Nortel Phone extension
- Dial 12 + 4-digit extension number when calling from Nortel Phone extension to Cisco Phone extension

External Call (Outside Calls)

- Lift handset or Press Speaker or New Call soft key or Line Key
- Dial 9 + telephone number

Note: An AUTHORIZATION CODE is needed when placing a long distance call. After dialing a long distance number, you will hear a tone. At the tone enter your Authorization Code. If you need an authorization code, see your administrator.

Answering a Call

- Lift handset or Press Speaker button or Answer soft key or Incoming Line Key

Ending a Call

- Hang up a Press Speaker or EndCall soft key

Using Mute

- Press MUTE button (if light is RED- you cannot be heard)
- Press Lit MUTE button (if light is OFF- you can be heard)

Call Hold

- Press Hold soft key
- Press Resume soft key or Line Key to return to call
Call Transfer to Another Extension

- Press Transfer soft key (caller is put on HOLD – you get Dial Tone)
- Dial Number
- Announce Call (Optional)
- Press Transfer soft key

NOTE: If an extension is busy, no answer or if you misdial, Press “EndCall” soft key, “Resume” soft key or Line Key to return to original party

Conference Call

- Press “MORE” soft key, then the “CONFRN” soft key (caller(s) is/are put on hold – you get dial tone)
- Dial internal or external number of consulted party (consult privately)
- When the call connects, press the “CONFRN” soft key again to conference in all parties

OR

- Press End Call, Resume soft keys to hang up with the New Caller and return to one’s original party

NOTE: Only the initiator can add parties (up to three). If the initiator disconnects from the conference the conference remains connected, but the remaining parties cannot add more parties.

Call Forward

- Press CFwdAll soft key (hear two beeps)
- Dial the forward to number (flashing right arrow and display confirms forwarding)

Cancel

- Press CFwdALL soft key (hear one beep, display reminder off)

Note: You can Forward to Voicemail Direct – Press CFwdALL soft key enter 8588 or the Messages button.
**Last Number Redial**

- Lift handset, Press Redial soft key or press Redial (activates Speaker) or press other Line key, Redial

**Call Pickup**

- Lift handset or Press *Speaker* button
- Press the **MORE** soft key and then **Pickup** soft key, then **Answer** soft key

**Directory Calls** (Missed, Received and Placed Calls)

- Press the **Directories** button
- Use Navigation / Scroll button (use up/down middle bar) for desired option (Missed/Received/Placed)
- Press **Select** soft key to display list
- Press **Dial** soft key to speed call placed call or use **EditDial** soft key to adjust Received Call number to Dial

**To Exit:** Press Exit soft key twice or Directories button once

**Corporate Directory** (Programmed by your System Administrator)

- Press the **Directories** button
- Use Navigation / Scroll button to select particular site
- Press **Select** soft key to display search options
- Use scroll key to select First Name, Last Name, Number option
- Use numbers corresponding to letters on dial pad for name or number
- If desired, Press Dial soft key to speed call

**To Exit:** Press **Exit** soft key twice

**LCD Display Contrast**

- Press the **Settings** button
- Select **User Preferences**
- Use **NAVIGATION** scroll button to select **Contrast (choice #4)**
- Press **Select** soft key
- Press Up or Down soft keys for desired light or dark display
- Press **OK** soft key then **Save** soft key then **Exit** soft key
**Ringer Type**

- Press the *Settings* button
- Select *User Preferences*
- Use *NAVIGATION* scroll button to select *Ring Type (choice #1)*
- Press *Select* soft key twice ….Scroll through list types.
- Press *Play* soft key to hear choices
- Press *Select* soft key then *OK* soft keys when desired ring is heard
- Press *Save* soft key and then *Exit* soft key