1. **Dial**
   To place a call, pick up the handset and enter a number. Or, try one of these alternatives.
   - Redial Last Number: Press Redial to redial on your primary line. To redial on another line, press the line button first.
   - Dial On-Hook: Enter a number when the phone is idle.
   - Direct Transfer: Enter the transfer recipient's phone number.
   - Speed Dial: Enter a speed-dial item number and press SpeedDial. You may also have speed dials assigned to some buttons along the left side of your phone.

2. **Answer**
   New calls display in these ways:
   - A flashing amber line button
   - An animated icon and caller ID
   - A flashing red light on your handset
   - A /flashing amber line button
   - A /flashing red light on your handset

3. **Hold**
   - 1. Press Hold . The hold icon appears and the line button flashes green.
   - 2. To resume a call from hold, press the flashing green line button, Resume, or Hold.

4. **Transfer**
   1. From an active call, press Transfer .
   2. Enter the transfer recipient's phone number.
   3. Press Transfer again (before or after the party answers). The transfer completes.

5. **Conference**
   1. From an active call, press Conference .
   2. Make a new call.
   3. Press Conference again (before or after the party answers). The conference begins and the phone displays “Conference.”
   4. Repeat these steps to add more participants. The conference ends when all participants hang up.

6. **Mute**
   - 1. While on a call, press Mute . The button glows to indicate that mute is on.
   - 2. Press Mute again to turn mute off.

7. **Voicemail**
   New message indicators:
   - A solid red light on your handset
   - A stutter dial tone (if available)
   - The voicemail icon and number display on the screen along with one idle session button

8. **Forward All**
   1. To forward calls received on your primary line to another number, press Forward all .
   2. To forward calls to another number, enter a phone number.
   3. To forward all calls to voicemail, press Messages .
   4. To set up forwarding on a secondary line, press the line button /first.
   5. To set up forwarding remotely, access your Self Care Portal.

9. **Call History**
   View Call History
   1. Press Applications .
   2. Scroll and select Call History.
   3. Select a line to view. Your phone displays the last 150 missed, placed, and received calls.
   4. To view details for a call, scroll to the call, press More , and then press Details .
View Missed Calls Only
1. View your call history.
2. Press Missed. Alternately, press the session button mapped to the Call History icon.

Dial Call History
1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press Select.
3. To edit a number before dialing, press More > Edit Dial.

10 Directories
1. Press Contacts.
2. Scroll and select a directory.
3. Use your keypad to input search criteria.
4. Press Submit.
5. To dial, scroll to a listing and press Dial.

11 Settings
Volume
The Volume bar is located to the left of the keypad.
- +

- To adjust the handset, headset, or speakerphone volume, press Volume when the phone is in use.
- To adjust the ringer volume, press Volume on the left (-) or right (+).
- To silence the phone when ringing, press Volume left one time. Pressing Volume multiple times lowers the ringer volume.

Ringtones
1. Press Applications.
2. Select Settings > Ringtones.
3. Select a line.
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press Set and Apply to save a selection.

How Do I Navigate in a List or Menu?
Press up, down, left, or right on the four-way navigation cluster.

A scroll bar on the screen indicates your relative position within a list.

How Do I Select an Item in a List or Menu?
With the item highlighted, press Select. Or, use the keypad to enter the corresponding item number.

How Do I Exit a Menu?
To edit a number before dialing, press More > Edit Dial.
To go back one level in a menu, press Back.
To exit a menu completely, press Exit.

12 Navigation

Where are the Line Buttons?
Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features. Contact your system administrator for more information.

Note: If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped.

Where are the Session Buttons?
Session buttons are located on the right side of the phone screen.

Where are the Softkeys?
Four softkey buttons are located below the phone screen. You can press More (when available) to reveal additional softkeys.

Screen Brightness
1. Press Applications.
2. Select Settings > Brightness.
3. Press the Navigation cluster left or right to increase the brightness and press Save.

Screen Contrast (8811 only)
1. Press Applications.
2. Select Settings > Brightness.
3. Press the Navigation cluster left or right to change the contrast and press Save.

Font Size
1. Press Applications.
2. Select Settings > Font Size.
3. Select Tiny, Small, Regular, Large, or Huge.
4. Press Save.

How Can I Keep Track of Multiple Calls?
Line button colors indicate call states and can help you stay oriented when handling multiple calls including shared lines:
- Ringing call—Flashing amber
- Connected call—Solid green
- Held call—Flashing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flashing red

What Is the Best Way to Use My Headset?
If you use a headset to dial or answer a call, your headset is the primary audio path and a headset icon displays in the right corner of the header bar. Press Answer to automatically answer the call using the headset.

13 Tips
How Can I Keep Track of Multiple Calls?
- Ringing call—Flashing amber
- Connected call—Solid green
- Held call—Flashing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flashing red