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
1. Enter a number when the phone is idle.
2. Lift the handset or press Call, Headset, Speakerphone, or Select.

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
To answer the call, lift the handset. Or, press the flashing amber session button, Answer, the unlit headset button, or the speakerphone button.

Answer Multiple Lines
If you are talking on the phone when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to switch lines and press the session button to answer the second call. The first call goes on hold automatically.

You can answer a call through an actionable incoming call alert if this feature is enabled by your administrator.

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.

Direct Transfer
You can transfer the active call to the held call either on the same line or across lines
• From an active call, press Transfer.
• Press Active calls to select the held call, and press Transfer again to finish the call transfer.

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.

Join Calls
You can conference the active call with the held calls either on the same line or across lines.
• From an active call, press Conference.
• Press Active calls to select the held call, and press Conference again to create the conference.

View and Remove Participants
During a conference, press Show Details. To remove a participant from the conference, scroll to the participant and press Remove.

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

Listen to Messages
Press Messages and follow the voice prompts. To check messages for a specific line, press the line button first.

8 Divert
Press Divert when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail or to another number set up by your system administrator.

9 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 cancel call forwarding, press Forward off.

To set up forwarding on a secondary line, press the line button to select the line and press Forward all.

To set up forwarding remotely, access your Self Care Portal.

10 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.
How do I navigate in a list or menu?
Press up, down, left, or right on the four-way Navigation cluster.

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 > Contrast.
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 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 exit a menu completely, press Exit.
To go back one level in a menu, press Back.

Note: If you press and hold Back, you exit a menu completely.

16 Tips
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.

How do I set up speed dials?
To set up Speed Dials and customize other features and settings for your phone, use a web browser on your computer to access the Self Care Portal. Contact your administrator for the Self Care Portal URL.

Where can I find a complete user guide?