**Line Buttons:** Will display the phone lines you have access to.  
**Messages:** Will direct you to the Voice Mail Service.  
**Directory:** Will display the directory menu. Items included in the directory are: Missed, Received, & Placed calls.  
**Settings:** allow you to personalize your phone. Options included in settings are: display contrast, ring type, & ring volume.  
**Volume Control:** during a call, use the volume control to increase or decrease the volume of the handset & speaker phone.  
**Services:** allow you to access My Address Book & My Speed Dials. Scroll: navigate through the directories & settings.  
**Soft Keys:** will change depending on the state of the phone is in (in or not in use).  
*Color Screens are touch screens*  

**Accessing Outside Lines**  
- Lift the Handset & dial the number preceded by ‘9’ OR  
- Press the Line, Speaker, Headset, New Call buttons & dial the number preceded by ‘9’

**Placing a Call on Hold:**  
- During a call, press the Hold soft key  
- To return to the call, highlight the call & press the Resume soft key  
- To place another call from that line, press the New Call soft key

**Parking a Call:**  
- During a call, press the Park soft key  
- Call parked at will display on bottom of phone with number call is at

- To get the call back, from any phone, take the phone offhook and enter the number the call was parked at

**Transferring a Call:**  
- Press the Transfer soft key (caller is put on hold automatically)  
- Dial the number to transfer the call to  
- When you hear ringing press Transfer button OR wait to announce call then press Transfer a second time  
- To retract the transfer, press End Call prior to the pressing Transfer the second time, then press Resume to get the call off Hold  
- To Transfer Directly to someone’s voicemail box dial *XXXX where XXXX is their number.

**Using Corporate Directory:**  
- Press the Directory button  
- Select Corporate Directory  
- Enter a portion of the name & press Search  
- Select the user & press Dial

**Conference Calls:**  
- During a call, press the More soft key & then the Confrn soft key.  
- Call the other party  
- When the call connects, press the Confrn soft key again to add this party to the call  
- To end the Conference prior to getting the third party on line, press End Call prior to the pressing Confrn the second time, then press Resume to get the call off Hold  
- Continue the previous steps to add additional parties to the conference call

**Call History:**  
- Press the Directories button to display the directory menu:  
- Use the Scroll key to highlight the desired history then press the Select soft key  
- Use the Scroll key to highlight the desired number then press the Dial soft key place a call

- Use the EditDial key to change the number to dial out if needed (may need to add 9, 91, or remove some digits)

**Ignoring a Call:**  
- When a call is ringing in, press the iDivert softkey to immediately redirect them to VM

**Do Not Disturb**  
- To turn your phone off from ringing when the phone is idle press the DND softkey this will turn off the ringer on your phone but it will flash when you received new calls

**Forward Your Phone**  
- While your phone is idle press the CFWDALL Soft Key this will give you dial tone allowing you to enter the number. Once the system recognizes it as a valid number it will be activated. To disable press the CFWDALL Soft Key to turn it off

**Ringer Volume:**  
- When the phone is OnHook, you can change the ringer volume by pressing the volume control up or down repeatedly.  
- Change the call volume by changing the volume while on a call, then press Save to retain the setting for the next call

**Emergency Dialing:**  
- All phones can call both 911 and 9911 – either number will place a call to 911 emergency services.

**Voicemail Numbers:**  
**From outside:**  
- 540-831-7750 – Press *

**From your phone:**  
- Press the Messages key  
- When voicemail picks up enter followed by PIN followed by #.  
- Default PIN: 12345 or use your existing PIN