



Make a Call

1. Lift **handset** and dial –OR- dial and lift **handset**.
2. Press **Line/Speaker/Headset** key and dial.
3. Press **Redial** soft key to call the last dialed number.
4. Press **Call Log** line key, use **Recvd/Placed/Missed** soft key to toggle through call types, use **Up/down** navigation keys to view entries, press **Call** soft key to call the selected entry.
5. If monitoring other phone(s) with BLF keys, press the **BLF** line key to call the monitored extension.
6. To intercom an extension, press the **VoiceCall** line key followed by the extension.
7. If target extension is busy or does not answer, press the **RingAgn** soft key. When it is available, you will be notified by a beep and visual prompts, press the **Yes** soft key to make the call.

Answer a Call

1. Pickup handset –OR- press **Speaker/Headset** key –OR- press **Answer** soft key. Press **Ignore** soft key to stop the ringing.
2. If BLF line key is alerting, press **BLF** key to pickup call.
3. To pickup a call ringing at another extension, press the **DNPickup** line key followed by the extension –OR- **Pickup** line key if in the same pickup group.

While on a Call

1. Press **Speaker/Headset** key to switch modes, lift **handset** to switch back to handset mode.
2. Press **Transfer** soft key and dial the number. Press **Transfer** again to complete the transfer or press **Cancel** soft key to return to the call.
3. To transfer to voicemail, press **TransToVM** line key followed by the mailbox number.
4. To park the call, press the **Park** soft key, the parking lot number will be announced. Dial the parking lot number to retrieve the call.
5. If **BLF direct call park** line key is configured, press the BLF key to park the call. Press BLF key again to retrieve the call.

Multi-party Calls

1. While on a call, press the **Conference** soft key and dial to make a new call, press **Conference** again to add the new party into the conference.
2. While on an active call, make or receive a second call by pressing the second **DN** line key, the first call will be placed on hold. Press the corresponding **DN** line key to toggle between calls.
To join all parties into a conference, press **Conference** followed by the **Join** soft key, then the **DN** line key on hold.

Services

To access UCX features via the **Services** key, press the middle **OK** navigation key while the phone is idle.

Use the **Up/Down** navigation keys to scroll through the features and the middle **OK** key to invoke the feature.

Call Forward

1. Press the **Forward** soft key followed by target number and **Forward** soft key again. Press **NoForwd** soft key to deactivate.
2. To call forward to voicemail, press the **Services** key and invoke **Forward to voicemail**.

Add Autodial line key

1. To program a line key to autodial an internal extension, press the **Services** key and invoke **Internal autodial**. Select the desired line key followed by the extension.
2. To program a line key to autodial an external number, press the **Services** key and invoke **External autodial**. Select the desired line key followed by the external number (include any required prefixes).

Ring pattern and Volume adjustments

1. To change the ring pattern, press the **Services** key and invoke **Ring type**. Use the **Up/Down** soft keys to hear the different ring types and press the **Enter** soft key to select.
2. To change the ring volume, press the **Services** key and invoke **Ring volume**. Use the **Up/Down** soft keys to change the ring volume level and press the **Enter** soft key to select.
3. During an active call, press the **Volume Up/Down** keys to change the receive call volume.

Shared Call Appearances

If you have SCA line keys configured, when the SCA line is alerting, you can pick up the call by pressing the **SCA** line key.

You can place the SCA call on hold by pressing the **Hold** key. Any SCA call placed on hold can be picked up by other extensions that have the same SCA key configured by pressing the **SCA** line key.

If you make an outgoing call on a route with SCA configured, the call can be placed on hold and be retrieved by other extensions with the same SCA line key.

Hotdesk

1. To invoke hotdesking, press the **Hotdesk** soft key, enter extension followed by hotdesk password.
2. To cancel hotdesking, press the **Unreg** soft key.
3. To cancel from your own phone, press the **Recall** soft key.

Voicemail

The phone **LED** is lit when there is a new message waiting. Press the **Message** button to retrieve your messages and enter your mailbox password when prompted.

You can access your mailbox from another phone by dialing your number, then press the ***** key when you hear the voicemail greeting.

Voicemail Main Mailbox menu

- 1** – Play new messages
- 2** – Change folders
- 3** – Advanced options
- 0** – Greetings and password
- *** – Help
- #** – Exit

Voicemail Message menu

- 2** – Change folders
- 3** – Advanced options
- 4** – Previous message
- 5** – Replay message
- 6** – Next message
- 7** – Delete/restore message
- 8** – Forward message
- 9** – Save message
- *** – Help
- #** – Exit

Voicemail Message playback

- *** – Rewind 3 seconds
- #** – Fast forward 3 seconds
- 0** – Pause/resume playback

Voicemail Greeting recording

- 1** – Accept recording
- 2** – Listen to recording
- 3** – Re-record greeting
- #** – End recording