



Phone Quick Reference Guide

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Basic Phone Features

To place a call:

- Lift the handset then dial the number.
- Press a **line** button then dial the number.
- Press the **Speaker** button then dial.
- Press the **NewCall** soft key then dial.
- If you are using a headset, press the **Headset** button then dial the number.
- If you have established speed dial numbers, press a **Speed Dial** button.
- Select a number from a directory then press the **Dial** soft key.

To answer a call:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the **line** button of the incoming call.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

To end a call:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or the **EndCall** soft key.
- If you are using the speakerphone, press the **Speaker** button or the **EndCall** soft key.

To redial a number:

- Press the **Redial** soft key.

To view missed calls:

- 1) Press the **Directories** button
- 2) Press **1** for Missed Calls.

To speed dial from a directory menu:

- 1) Press the **Directories** button.
- 2) Find the directory that you want then press the corresponding item number. For example, press **3** for Placed Calls.
- 3) Press the **Dial** soft key to speed dial a selected number. Press **EditDial** to add or remove digits before dialing.

To put a call on hold:

- Press the **Hold** soft key.
- To return to the call, press the **Resume** soft key.
- If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.
- If multiple calls on multiple lines are on hold, press the **line** button for the line to which you want to switch and use the **Navigation** button to select the desired call. Press **Resume**.

Note: Because engaging the Hold feature generates music or a beeping tone, avoid putting a conference call on hold.

To place a conference call:

- During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
- Place a call to another number.
- When the call connects, press **Confrn** again to add the new party to the call.

To transfer a call:

- 1) During a call, press the **Trnsfer** soft key. This puts the call on hold.
- 2) Dial the number to which you want to transfer the call. As soon as you hear ringing, or after the party answers, press **Trnsfer**.

Note: If the transfer fails, press the **Resume** soft key to return to the original call.

To forward all calls to another number:

- 1) Press the **CFwdAll** soft key. You will hear two beeps.
- 2) Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number. An animated phone icon flashes in the upper-right corner of your LCD screen.
- 3) To cancel call forwarding, press the **CFwdAll** soft key.

To mute a call:

- Press the **Mute** button.
- To disengage mute, press **Mute** again or lift the handset.

Voice Mail

To access your Voice Mail from your IP phone:

- Press the **Messages** button and follow the voice instructions.

Note: When you receive a new message, a flashing envelope icon displays on your LCD screen and a light on your handset glows to indicate that you have received a new message.

How to access Voice Mail remotely:

- 1) Dial 512.536.1114.
- 2) Press * when voice mail answers.
- 3) Enter your ID (usually your phone extension), then press #.
- 4) Enter your voice mail password then press #.

Voice Mail Commands

- A PDF file containing a chart of available voice mail commands can be downloaded at <http://www.tenantsolutions.com/support.html>.

Volume and Ringer

To adjust the ringer volume:

- Press the up or down **Volume** button while the handset is in its cradle.

To change the ringer sound:

- 1) Press the **Settings** button.
- 2) Press **2** for Ring Type.
- 3) Use the Navigation button to scroll through the list of ring types then press the **Play** soft key to hear samples.
- 4) Highlight the ring you want and press the **Select** soft key.
- 5) Press the **OK** and **Save** soft keys.

To adjust the handset, speakerphone, or headset volume:

- During a call, press the up or down **Volume** button. Press the **Save** soft key to apply the new volume level to future calls.

Buttons and Features

Help

- Press the **?** button once, then press a button or soft key.
- Highlight a feature in the Directories, Settings, or Services menu, then press the **?** button twice quickly.

Button Legend

