

Answering and calling

Answering a call when you are on another call

1. Tap the new call line.
The deskphone places the first call on hold.
2. To drop the first call when you answer another call, tap **Drop**.

Searching and calling a contact

1. Press **CONTACTS**.
2. Using the dialpad, type the name that you want to search.
3. Tap the number of the contact.

Calling a person from the call history

1. Press **HISTORY**.
2. To view a separate list of all calls, tap the appropriate icon.
3. Tap the name of the contact that you want to call.

Calling a contact on a secondary number

1. Press **CONTACTS**.
2. Search and select the contact that you want to call.
3. Tap **Details**.
4. From the contact details, tap the number that you want to call.

Making an emergency call

You do not have to be logged in to make an emergency call.

1. Tap the **Emerg.** softkey.
2. At the prompt, tap the **Yes** softkey.
3. To end the emergency call, press **SPEAKER** or the **End Call** softkey.

Dialing an E.164 number

1. Lift the handset.
2. Press **SPEAKER** or **HEADSET** as required.

3. Tap the plus (+) softkey to display the plus sign (+).
4. Dial the number that you want to call.

Transferring a call

1. Tap **Transfer**.
2. Dial the telephone number to which you want to transfer the call.
3. For an attended transfer, answer the call, and tap **Complete**.
4. For an unattended transfer, tap **Complete** without answering the call.

Forwarding calls to another number

1. Tap **Forward**.
2. Select **Call Fwd Busy/No Ans**.
 1. Enter the number to which you want to forward your calls.
 2. Tap **Enter**.

Features

Enabling Send All Calls feature

Tap **Send All**.

Setting automatic callback

1. When you receive the busy signal, go to the Features menu.
2. Tap **Auto Callback**.

Parking a call

1. During the active call, tap **Features > Call Park**.
2. On the other deskphone, tap **Call Park line/feature** to unpark the call.

Enabling simultaneous ringing for multiple phones using EC500

From the Features menu, tap **EC 500**.

Conferencing

Setting up a conference call

1. Select an idle call appearance and dial the first conference participant.
2. Tap **Conference**.
3. Dial the telephone number, or call the person from the Contacts list or the History list.
4. When the person answers, tap **Join**.
5. To add another person, tap **Add** and repeat Step 3 and Step 4.

Adding a person on hold to a conference call

1. Select your active call.
2. Tap **Conf** or **Add** if you are already in a conference.
3. Select the on-hold call.
4. Tap **Resume** to take the call off hold.
5. Tap **Join** or **Conf**.

Contacts

Adding a new contact

1. Press **CONTACTS**.
2. Tap **New**.
3. Using the dialpad, enter the name, and tap the check mark.
4. Enter the telephone number, and select the type of telephone.
5. Tap **Add** to add more numbers for the contact, or tap **Save** to save the contact.

Editing a contact

1. Press **CONTACTS**.
2. Search and select the required contact.
3. Tap **Details**.
4. Tap **Edit**.
 1. Tap the information that you want to modify.
 2. Tap the check mark.
 5. Tap **Save**.

Saving Exchange contacts on your deskphone

1. Press **CONTACTS**.
2. Tap the **Exchange** softkey. The Exchange key is available only if you have saved contacts in your Outlook.
3. Tap **+Local**.
4. On the **Contact Edit** screen, specify the name, telephone numbers (up to 6), and telephone types for the contact.
5. Tap **Save**.

Call History

Adding an entry from the call history to your contacts list

1. Press **HISTORY**.
2. Tap the **Details** button of the number that you want to add.
3. Tap **+Contact**.
4. Tap **Save**.

Removing an entry from a call history

1. Press **HISTORY**.
2. Tap the **Details** button of the number that you want to delete.
3. Tap **Delete**.
4. Tap **Yes** to confirm the deletion.

Paging

Initiating a group page

1. Dial the group pilot number.
2. Wait for seven seconds before you speak.
3. To end the ongoing page, tap **End Call**.

Options and settings

Changing the language

1. Press **HOME**.

2. Tap **Settings > Options & Settings > Language & Region**.
3. Tap **Language**.
4. Tap the language that you want.
5. Tap **Yes** to confirm the change.

Setting up speed dialing

1. Press **HOME**.
2. Tap **Settings > Options & Settings > Assign Speed Dial Entries**.
3. Tap the first unassigned line.
5. Tap the contact that you want to assign.
6. Select the telephone number.

Setting up favorites

1. Press **HOME**.
2. Tap **Settings > Options & Settings > Assign Favorite Entries**.
3. To add a favorite contact, select an assignment line and tap the **Contacts** softkey.
4. To add a favorite feature, select an assignment line and tap the **Features** softkey.

Integrating other applications with your phone

1. Press **HOME**.
2. Tap **Settings > Options & Settings > Advanced Options > Exchange Integration**.
3. To establish or change your credentials, tap **Email Name & Password** and enter the required information.
4. To set or change your calendar preferences, tap **Calendar** and enter the required information.
5. Tap **Save**.

Setting the Quick Touch Panel

1. Press **HOME**.

2. Tap **Settings > Options & Settings > Screen and Sound Options > Show Quick Touch Panel**.
3. Tap the **Right** softkey to change the setting from 1 Line to 2 Lines, from 2 Lines to 0, or from 0 to 1 Line.
4. Tap **Save**.

Instant Messaging

Enabling IM

1. Press **HOME**.
2. Tap **Settings > Options & Settings > Screen and Sound Options > Enable Instant Messaging**.

Sending an IM from contacts list

1. Press **CONTACTS**.
2. Type the name or select the user to whom you want to send an IM.
3. Tap the IM icon.
4. On the IM Edit screen, using the on-screen keyboard or dialpad, type your message (up to 255 characters).
5. Tap **Done**.

Replying to an IM

1. On the notification window, tap **Reply**.
2. On the IM Edit screen, type your message.
3. Tap **Done**.

Presence Information

Tracking presence information

To track the presence information of the contact, turn the **Track Presence** option to **Yes** when you add or edit the contact information for that contact.