



Answering and calling

Answering a call when you are on another call

1. Scroll to the line that displays the incoming call.
2. Press **Answer** or **OK**.

The deskphone places the previous call on hold.

Searching and calling a contact

1. Press **CONTACTS**.
2. Using the dialpad, type the name that you want to search.
3. Press **Call** or **OK**.

Calling a person from the call history

1. Press **HISTORY**.
2. To view a separate list of all calls, scroll left or right.
3. Select the person that you want to call.
4. Press **OK** or the **Call** softkey.

Calling a contact on a secondary number

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

Making an emergency call

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

1. Press the **Emerg.** softkey.
2. At the prompt, press **Yes**.
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. Press * * or the plus (+) softkey to display the plus sign (+) sign.
4. Dial the number that you want to call.

Transferring a call

1. Select the line on which the display shows the call you want to transfer.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the **Contacts** list or the History list.
4. To announce the call, press **Complete** or **OK**.

Forwarding calls

1. From the Features menu, select **Call Fwd**.
1. Enter the number to which you want to forward your calls.
2. Press **Enter** or **OK**.

Features

Enabling Send All Calls feature

1. From the Features menu, select **Send All Calls**.
2. Press **OK** or the line button on which **Send All Calls** appears.

Setting automatic callback

1. When you receive the busy signal, go to the Features menu.
2. Select **Auto Callback**.
3. Press **OK** or the corresponding line button.

Parking a call

1. During an active call, go to the Features menu.

2. Select **Call Park**.
3. Press **OK** or the corresponding line button.
4. On the other deskphone, press the **Call Park line/feature** button.

Configuring simultaneous ringing for multiple phones using EC500

1. From the Features menu, select **EC 500**.
2. Press **OK**.

Conferencing

Setting up a conference call

1. Select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list or the History list.
4. When the person answers, press **Join** or **OK**.
5. To add another person, press **Add** and repeat Step 3 and Step 4.

Adding a person on hold to a conference call

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

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, press the **End Call** softkey.

Contacts

Adding a new contact

1. Press **CONTACTS > New**.
2. Using the dialpad, enter the first and last name.
3. Select the next field and enter the number.
4. Select the next field and select Work, Home, Mobile, or Track Presence.
5. Press **Primary** if applicable.
6. To add another number, repeat Step 3 to Step 5.
7. Press **Save** or **OK**.

Editing a contact

1. Press **CONTACTS**.
2. Search and select the required contact.
3. Press **More > Edit**.
4. Select the field to edit.
5. Using the dialpad, edit the information.
6. Press **Save** or **OK**.

Saving Exchange contacts on your deskphone

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

Call History

Adding an entry from the call history to your contacts list

1. Press **HISTORY**.
2. Select the number you want to add to your Contacts list.

3. Press **+Contact**.
4. Edit the name and telephone number, if required.
5. Press **Save**.

Removing an entry from a call history

1. Press **HISTORY**.
2. Select the number that you want to delete.
3. Press **More > Delete**.
4. Press **Delete** or **OK**.

Options and settings

Changing the language

1. Press **HOME**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Language & Region**.
5. Press **Select** or **OK**.
6. Select **Language**.
7. Press **Select** or **OK**.
8. Select a display language.
9. Press **Select** or **OK**.
10. Press **Yes**.

Setting up speed dialing

1. Press **HOME**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Assign Speed Dial Entries**.
5. Press **Select** or **OK**.
5. Scroll to the first unassigned line and press **Assign** or **OK**.
6. Scroll to the contact you want to assign and press **Select** or **OK**.
7. Select the telephone number.
8. Press **Select** or **OK**.

Setting up favorites

1. Press **HOME**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Assign Favorite Entries**.
5. Press **Assign** or **OK**.
6. To add a favorite contact, select an assignment line and press the **Contacts** softkey.
7. To add a favorite feature, select an assignment line and press the **Features** softkey.
8. Scroll to the contact or the feature, and press **Select** or **OK**.

Integrating other applications with your phone

1. Press **HOME**.
2. Select **Options & Settings**.
3. Select **Advanced Options**.
4. Press **Select** or **OK**.
5. Select **Exchange Integration**.
6. To establish or change your credentials, select **Email Name & Password** and enter the required information.
7. Press **Save** or **OK**.
8. To set or change your calendar preferences, select **Calendar** and enter the required information.
9. To change your contacts preferences, select **Contact** and enter the required information.
10. Press **Save** or **OK**.