MITEL

Navigator

USER GUIDE (3300 ICP)

MITEL | it's about **YOU**

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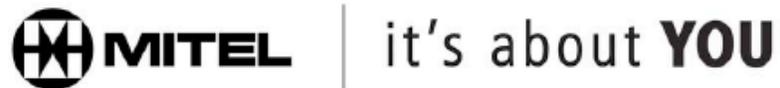
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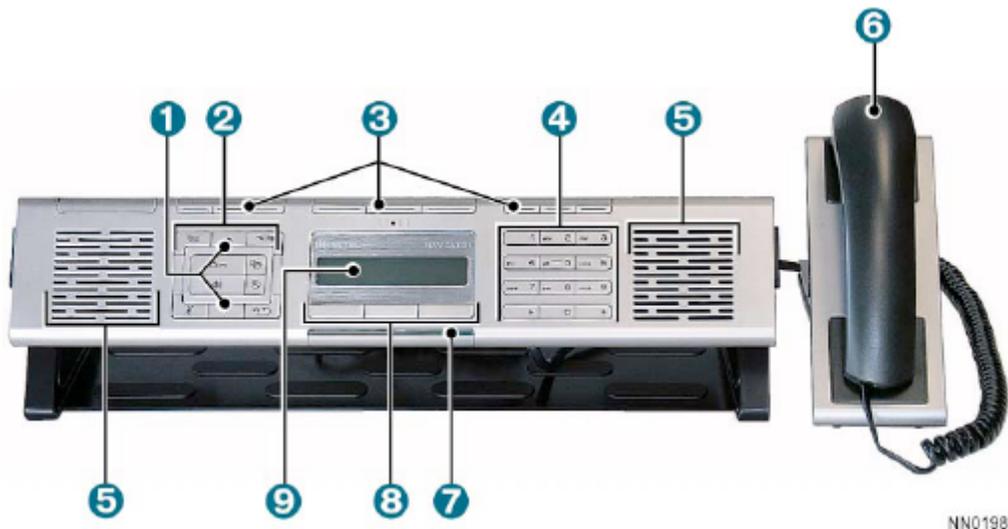
Mitel 3300 Integrated Communications Platform

The Mitel® Navigator is a full-feature, dual port, dual mode telephone that provides voice communication over an IP network. It features a back-lit liquid crystal display (LCD) screen, three softkeys for display-assisted access to features, on-hook dialing and off-hook voice announce with handsfree answerback, and a large ring/message indicator. It also offers 24 programmable keys for speed calls and one-touch feature access. Ten fixed feature keys provide convenient access to features such as Conferencing, Redial, and many customizable user settings. The Navigator also features a Task Bar application that allows you to configure your phone and make calls directly from your Personal Computer (PC). The Navigator can be used as an ACD Agent Phone.

> **Note:** The Navigator Task Bar application is a necessary part of your Navigator phone. You must have the Navigator Task Bar application installed on your PC. The Navigator Task Bar is supported on Microsoft™ Windows 2000, 2000 Professional and XP operating systems. For more information about installing the Task Bar, refer to the Navigator Installation Guide shipped with your phone.

The Navigator supports Mitel Call Control (MiNET) protocols and session initiated protocols (SIP).

For more key and feature information, see *Elements of Your Phone* on page 2.
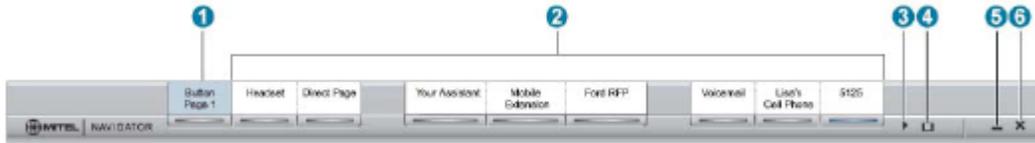
Figure 1: Navigator

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Elements of Your Phone

Each element is numbered according to the call-outs (e.g ❶ Figure 1 on page 1.

Element	Function
❶ Volume and Contrast Controls	∧ **(UP)** and ∨ **(DOWN)** arrow keys control display contrast and volume levels for the ringer, handset, and handsfree speakers. Arrows keys also allow you to change character (letter) input from upper or lower case and vice versa.
❷ Fixed-Function Keys	• ✉ **(MESSAGE)**: accesses your voice mailbox. • ∼|∞ **(TRANS/CONF)**: initiates a call transfer or establishes a three-party conference call. • ⌂⚊ **(HOLD)**: places the current call on hold. • 🖳 **(SUPERKEY)**: provides access to the phone's menus. • ◁)) **(SPEAKER)** puts the phone in Handsfree operation. • ⊗ **(CANCEL)**: ends a call, and eliminates any input and returns to the previous menu level during phone programming. • ∦ **(MUTE)** toggles the microphone off and on. When it is ON, the microphone is OFF and your party cannot hear you. • ¹¹³ᐅ **(REDIAL)**: calls the last manually-dialed number.
❸ Programmable Personal Keys	Provides 24 keys (8 physical phone keys that correspond to 3 pages of eight programmable keys each on the Navigator Task Bar). Personal keys can be programmed as speed call keys, feature keys, or line appearance keys. They can also be programmed to launch PC applications, open PC documents, or open your browser and navigate to URLs. See "Using the Navigator Task Bar" In this guide, "speed call key", "feature key", and "line key" refer to either the physical Personal Key on your phone, OR the corresponding key on the Task Bar on your PC screen. Your Prime Line key is the first Personal Key (counting from right to left) on Page 1 of the Task Bar. See Personal Feature Keys on page 15 for more details on key programming.
❹ Keypad	Used for dialing.
❺ Speakers	Transmits audio during a Handsfree call or while you are listening to music.
❻ Handset	Used for handset calls.
❼ Ring and Message Indicator	Flashes to signal incoming calls and to indicate a message waiting in your voice mailbox.
❽ Softkeys	Context-sensitive softkeys enable you to easily view and select features.
❾ Display	Provides a two-line, 20-character liquid crystal display (LCD) viewing area that assists you in selecting and using phone features, accessing your voice mail, and identifying callers. When you are using the Superkey menu interface, prompts and feature information appear on the display screen. The face of the phone adjusts to give you a better view of the display. To adjust the height of the phone, refer to the Installation Guide shipped with your phone.

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About the Navigator Task Bar

Figure 2: Navigator Task Bar

Elements of Your Navigator Task Bar

Element	Function
❶ Button Page Number Key	Scrolls between Button Page 1, 2, and 3. The left-most Personal Key is always the Button Page # key. Press this key to navigate to the next page of Personal Keys.
❷ Programmable Personal Keys	Provides 24 keys (8 physical phone keys that correspond to 3 pages of eight programmable keys each on the Task Bar). Task Bar Personal Keys correspond to the physical Personal Keys on your phone. Each key has a status indicator and a programmable label. In this guide, "speed call key", "feature key", and "line key" refer to either the physical Personal Key on your phone OR the corresponding key on the Task Bar. Your Prime Line key is the first Personal Key (counting from right to left) on Button Page 1 of the Task Bar. Line 2 is usually the second Personal Key on Button Page 1 of the Task Bar (counting from right to left). All other line appearances may be programmed to any key. The left-most Personal Key is always the Button Page # key. Press this key to navigate to the next page of Personal Keys.
❸ Main Menu	• Click the button to access Main Menu options Including: **View** – specify how you want your Navigator Task Bar to display when you launch it. Select from **Normal**, **Always On Top**, or **Pop to Front**. You can also set the Task Bar to display **Full Width** to the full width of your PC screen. • **Button Page** – select from Page 1, Page 2, or Page 3 of your Personal Keys. The page currently displayed on the Task Bar has a checkmark (..) beside it. • **Display Call Notification** – When activated will display caller ID information for both internal and external calls. • **Find Phone** – administrators or support personnel may ask you to select this option for resolving phone connectivity issues (for example, re-associating the Task Bar with the phone).

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	• **Show Keys Help**… – displays a legend to help you use the Fixed Function (icon) keys on the left keypad on the phone. • **About** – displays application version information. Support personnel might ask you to access this information during troubleshooting. • **Hide** – hides the Task Bar. (Hide makes the Task Bar invisible and removes the Task Bar from the Windows tool bar, but it does not close the application.)
Button Page View Control	• ☐ or ▬ toggles between the All-Page view and the single-Page view
Task Bar Minimize	• ▬ minimizes the Task Bar (hides the Task Bar but leaves it visible on your Windows tool bar).
Task Bar Hide	• ✕ hides the Task Bar (hides and removes the Task Bar from the Windows tool bar, but does not close the application). 📝 **Note:** To close (or exit) the Task Bar application, right-click the Task Bar tray icon ( ) on your Windows tool bar and select **Exit**.

Use the Navigator Task Bar

By default, the Task Bar automatically displays in single-Page view on your screen when you start up your PC. Figure 2 shows the Navigator Task Bar single-Page view. You can toggle between the **all-Page** view and the **single-Page** view.

📝 **Note:** To ensure that the Navigator Task Bar displays properly, verify that your screen meets the minimum VGA screen requirements documented in the *Navigator Installation Guide*.

Display the Task Bar

To display the Task Bar if it is hidden or minimized it on your screen, do one of the following:

- Double-click the Task Bar application tray icon ( ) or desktop icon
- Right-click the Task Bar application tray icon ( ) and select Restore.

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Hide the Navigator Task Bar

To hide the Task Bar, do one of the following:

- Click ▬ on the Task Bar to hide the Task Bar but leave it accessible via your Windows tool bar.

- Click ✕ on the Task Bar to hide the Task Bar and remove it from the Windows tool bar.

- Click ▸ the button to access Main Menu, then select **Hide.**

- Right-click the Task Bar application tray icon (🖥) and select **Hide**.

- Press **ALT + F** on your PC keyboard.

- Press **ESC** on your PC keyboard.

Scroll through Task Bar Pages

To scroll through the Task Bar pages, display the Task Bar and do one of the following:

- Click the **Button Page #** Personal Key on the Task Bar.

- Press the left-most physical Personal Key on the Navigator phone. The left-most key scrolls between Task Bar Pages 1, 2 and 3.

- Press **F1** on the PC keyboard to display **Button Page 1, F2** to display **Button Page 2**, or **F3** to display **Button Page 3**.

Close the Task Bar

To close (or exit) the Task Bar application

- Right-click the Task Bar tray icon (🖥) on your Windows tool bar, then select **Exit**.

Use the Task Bar Personal Keys

To use the feature or function assigned to a Task Bar Personal Key, do one of the following:

- Click the key once.

- Right-click the key and select **Launch** from the pop-up menu.

- Press the corresponding physical Personal Key on the Navigator phone. The Navigator Personal Keys are context-sensitive — they change to correspond to the Task Bar key page that is currently displayed on your PC screen.

  📝 **Note**: If a key is not programmed, pressing it produces no result. See Program Task Bar Personal Keys on page 8.

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Use the Task Bar Tray Icon Menu

The Task Bar tray icon ( ) is located on your Windows tool bar. The tray icon menu provides the following options:

- **Restore** – restores the Task Bar when it is hidden. Enabled only when the Task Bar is hidden or minimized.

- **About** – displays detailed information about the Navigator application.

- **Hide** – hides the Task Bar. Enabled only when the Task Bar is visible on your PC screen or Windows tool bar.

- **Exit** – closes the Task Bar application.

To select options from the Tray Icon menu:

- Right-click the Task Bar tray icon ( ), then select the desired option from the pop-up menu.

Customize the Task Bar Appearance

You can customize your Task Bar view and move the Task Bar to the desired location on your PC screen.

To customize your Task Bar view:

3. Click the ▸ button to access Main Menu.

4. Select **View**, and then select one of the following options:

- **Normal** – displays directly adjacent to the Windows tool bar (for example, at the bottom or top of the PC screen, depending where the Windows tool bar is located).

- **Always on Top** – always displays in front of other open applications.

- **Full Width** – expands to the full width of your PC display screen.

Note: When the Task Bar view is Full Width, you cannot move (drag and drop the Task Bar). If you wish to move the Task Bar, ensure Full Width is not selected.

To move the Navigator Task Bar:

5. Move your mouse cursor anywhere on the Task Bar except over a key or functional icon.

6. Click and hold, and then drag your cursor to the desired position on the screen.

7. Release.

Note: If you minimize, hide, or move the Task Bar, it reopens in the position it was last in.

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Program Task Bar Personal Keys

You can program any Task Bar Personal Key (except the Prime Line and Button Page # keys) to do any of the following:

- Speed call a number

- Invoke a phone feature

- Launch a PC application

- Open a document

- Open a URL

- Hide or display the Navigator Task Bar

- Display Navigator Keys Help legend.

Your administrator may also program Personal Keys as line appearances.

You can also delete key programming or copy and paste programmed information from one Personal Key to another.

Note: The left-most Personal Key is always your **Button Page #** key. Your **Prime Line** key is always the first Personal Key (counting from right to left) on **Button Page 1**.

Note: If your administrator has programmed the Task Bar keys using an external program, then you may not be able to modify the Task Bar key programming. If the Clear option is not available on the pop-up menu when you right-click a Task Bar key, or if the Save button is disabled in the Edit… dialog, contact your administrator to see if you have the option to program your Task Bar keys.

View Task Bar Key Programming

The Task Bar key labels provide key programming information at a glance. A pop-up tool tip also shows you more detailed key programming (for example, Home – Speed Call – 5551234).

To view the key programming for a Task Bar key:

1. Click once anywhere on the Task Bar (not on a key or functional icon) to bring your mouse focus to the Task Bar application.

2. Move your mouse over the key.

3. Review the key programming information in the pop-up that appears.

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Program a Speed Call Key

1. Right-click the Task Bar key.

2. Select **Edit**

3. Select Telephone Function from the Feature menu.

4. Select Speed Call from the Select a telephone feature… drop-down menu.

5. Type the desired label for the key in the **Label** field.

   📝 **Note:** If you do not enter a label, the **Label** field displays **Speed Call #** (for example, if this is the first Speed Call you have programmed, the default label is **Speed Call 1**).

6. Type the phone or extension number in the **Number** field.

7. Click **Save**.

Program a Feature Key

You can program any number of telephony Feature Task Bar keys, but you cannot program a Feature key more than once on the same Button Page. For example, you cannot program two Call Logs keys or two Headset keys on the same Button Page.

You can program the features listed in Table 1 to the Personal Keys on the Task Bar.

Table 1: Programmable Features for Task Bar Keys

Key Function	Default Key Label
Account Code Non Verified	A. Non Verified
Account Code Verified	Accnt Verified
ACD	ACD
Advisory Message	Advisory Msg
Auto Answer	Auto Answer
Call Back	Call Back
Call Log	Call Log
Call Pickup	Call Pickup
Campon	Camp On
Cancel	Cancel
Direct Page	Page
Do Not Disturb	DND
Double Flash	Double Flash
Emergency Call	Emergency Call
Headset	Headset
Hold	Hold
Hot Desk	Hot Desk
Make Busy	Make Busy
Meet Me Answer	Meet Me Answer
Message	Message
Message Waiting Indicator	Message Waiting 1
Music	Music
Night Answer	Night Answer

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Override	Override
Paging	Paging
Phone Book	Phone Book
Redial	Redial
Release	Release
Single Flash	Single Flash
Speak @ Ease	Speak @ Ease
Speaker	Speaker
Speed Call	Speed Call 1
Superkey	Superkey
Swap	Swap
Tag Call	Tag Call
Transfer/Conference	Transfer/Conf

To program a Task Bar Feature key:

1. Right-click the Task Bar key.

2. Select **Edit**…

3. Select Telephone Function from the Feature menu

4. Select the desired feature from the **Select a telephone feature**… drop-down menu (for example, Do Not Disturb).

5. Enter the required information in the fields provided.

6. Click **Save**.

   Note: You can program any number of telephony Feature Task Bar keys, but you cannot program the same Feature key more than once on the same Button Page. For example, you cannot program two Headset keys on the same Button Page.

Program a PC Application Key

1. Right-click the Task Bar key.

2. Select **Edit**

3. Select Launch Application from the Feature menu.

4. Do **one** of the following:

   • Select an application from the drop down list of common applications (including Microsoft® Notepad, Outlook, Outlook Express, Word, Excel, and PowerPoint).

   • Click **Browse**…, navigate to the executable file on your PC and click **Open**.
     The **Application** field display text similar to the following: **C:\Program Files\WINword.exe.**

5. Type the desired label for the key in the **Label** field.
   Note: If you do not enter a label, the **Label** field displays the name of the application.

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6. Click **Save**.

Program an Open Document Key

1. Right-click the Task Bar key.

2. Select **Edit...**

3. Select **Open Document** from the **Feature** menu.

4. Click **Browse**…, navigate to the document and click **Open**.

5. Type the desired label for the key in the **Label** field.
    Note: If you do not enter a label, the **Label** field displays the name of the document.

6. Click **Save**.

Program an Open URL Key

1. Right-click the Task Bar key.

2. Select **Edit**

3. Select **Open URL** from the **Feature** menu.

4. Type or paste the URL in the **URL** field.

    Tip: Copy and paste the complete URL from your browser to avoid typing errors.

5. Type the desired label for the key in the **Label** field.
    Note: If you do not enter a label, the **Label** field displays the name of the URL.

6. Click **Save**.

    Tip: To ensure that the **Open URL** feature key launches in a new window (instead of launching in an already open window), you may need to configure your Internet browser settings not to reuse open browser windows. For example, in Microsoft Internet Explorer, you select Tools followed by **Internet Options**, click the **Advanced** tab, and then ensure that the **Reuse windows for launching shortcuts** option is not selected. Refer to your browser help files for detailed procedures.

Program a Hide/Display Task Bar Key

1. Right-click the Task Bar key.

2. Select **Edit...**

3. Select Hide/Display Navigator from the Feature menu.

4. Type the desired label for the key in the **Label** field.
    Note: If you do not enter a label, the **Label** field displays **Hide**.

5. Click **Save**.

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Program a Navigator Keys Help Key

1. Right-click the Task Bar key.

2. Select **Edit...**

3. Select Navigator Keys Help from the Feature menu.

4. Type the desired label for the key in the **Label** field.
    Note: If you do not enter a label, the **Label** field displays **Show Keys Help**.

5. Click **Save**.

Clear Task Bar Key Programming

1. Right-click the key you wish to program.

2. Select **Clear**.

3. Re-program the key, if desired.

Copy Task Bar Key Programming

To copy and paste programming information from one Task Bar key to another

1. Right-click the key you wish to copy programming information from.

2. Select **Copy**.

3. Right-click the key you wish to paste programming information to.

4. Select **Paste**.

Edit Task Bar Key Programming

To change key programming

1. Right-click the Task Bar key.

2. Select **Edit**...

3. Select the desired feature from the **Feature** menu.

4. Type the new label for the key in the **Label** field.
    Note: You must enter a new label when changing Task Bar key programming. If you do not enter a new label, the Label field displays the label that applied to the previous programmed key.

5. Click **Save.**

Task Bar Shortcuts

For detailed information about using the Task Bar buttons, keys, and controls, see *Use the*

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Navigator Task Bar on page 6.

You can use the shortcuts in Table 2 to navigate through and use some Task Bar menus and features.

To use these shortcuts, be sure that the Task Bar application is active. The Task Bar is active when it is displayed and you have clicked on the Task Bar or just used the Task Bar (to bring the mouse "focus" to the Task Bar).

Table 2: Task Bar Shortcuts

Action	Shortcut	Description
Display Button Page	Press F1 Press F2 Press F3	Displays Button Page 1 on the Task Bar. Displays Button Page 2 on the Task Bar. Displays Button Page 3 on the Task Bar.
Change Button Page View	Press CTRL+A	Toggles between all-Page view and single-Page view. If you press F1, F2, or F3 when the Task Bar is in all-Page view, then the corresponding Button Page becomes "active" and moves to the lowest position on the Task Bar, closest to the physical keys on the Navigator phone. **Note:** A Button Page is shaded light gray when it is active.
Hide Task Bar	Press ALT+F4	Hides the Task Bar (does not exit or close it).
Launch Last-Active Key	Press SPACE or CTRL+SPACE	Launches the last-active key function (as if you had just clicked the key or selected Launch). For example, if you had just used a Speed Call key, hitting (CTRL +) SPACE re-dials the number.
Display Main Menu	Press ALT+SPACE or ALT+F	Displays the Task Bar Main Menu.

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Customizing Your Phone

Ringer Volume Control

To adjust the ringer volume while your phone is ringing:

• Press ⌃ (**UP**) or ⌄ (**DOWN**).

To adjust the ringer volume on your phone while your phone is idle:

1. Press (**SUPERKEY**).

2. Press the **No** softkey until "Ringer Adjust?" appears.

3. Press the **Yes** softkey.

4. Press the **Yes** softkey.

5. Press ⌃ (**UP**) or ⌄ (**DOWN**).

6. Press (**SUPERKEY**).

Handset Volume Control

To adjust the handset volume when you are using the handset:

• Press ⌃ (**UP**) or ⌄ (**DOWN**).

Speaker Volume Control

To adjust the handsfree Speaker Volume when making a handsfree (on-hook) call or when listening to background music:

• Press ⌃ (**UP**) or ⌄ (**DOWN**).

Display Contrast Control

To adjust the display contrast of your phone while your phone is idle:

• Press ⌃ (**UP**) or ⌄ (**DOWN**).

Personal Feature Keys

You can use (**SUPERKEY**) on your phone, the Navigator Task Bar, or the Desktop Tool to program the Personal Keys as feature keys.

For details about programming feature keys using the Navigator Task Bar, see *Program Task Bar Personal Keys* on page 8.

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Program a Personal Key

> **Note:** You can also view and program Personal Keys using your Navigator Task Bar. See Use the Navigator Task Bar on page 6.

To program a Personal Key using the Superkey menu interface:

1. Press (**SUPERKEY**).

2. Press the **No** softkey until "Personal Keys?" appears.

3. Press the **Yes** softkey.

4. Press a Personal Key that isn't a line key.

5. Press the **Change** softkey.

6. Press the **No** softkey until the desired feature appears.

7. Press the **Yes** softkey.

8. Press (**SUPERKEY**), or press another Personal Key and proceed to program another feature.

Making and Answering Calls

Make a Call

1. Lift the handset (optional).

2. If you want to use a Non-Prime Line, press a Line Appearance key.

3. Do one of the following:
   - Dial the number.
   - Press a Speed Call Personal Key.
   - Press (**REDIAL**).

Answer a Call

Do one of the following:

- Lift the handset.
- Press (**SPEAKER**).
- Press the flashing Line appearance key, then lift the handset, or press (**SPEAKER**), or press the **Headset** feature key.

Phonebook

To use Phonebook:

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1. Press (**SUPERKEY**).

2. Press the **Yes** softkey when Phonebook? appears.

3. Enter the name of the person you wish to call, as follows:

    • For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.

    • Use the <--- softkey to correct errors.

    • If the next letter in the name is on the same digit key as the previous letter, press the ---> softkey before proceeding.

    • If required, use the ---> softkey to add a space between the first and last name.

4. Press the **Lookup** softkey.

5. If no match exists, edit the original entry.

6. If more than one match is found, press the **Next** softkey.

7. Do one of the following:

    • To make the call, press the **Call** softkey.

    • To edit the entry, press the **Retry** softkey.

    • To exit, press ![icon](SUPERKEY) (**SUPERKEY**).

Redial

To redial the last number that you manually dialed:

1. Lift the handset (optional).

2. Press (**REDIAL**).

Redial - Saved Number

To save the last number that you manually dialed:

1. Lift the handset (optional).

2. Dial ***9**.

To Redial a saved number:

3. Lift the handset.

4. Dial **#9**.

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Speed Call Keys

You may use Speed Call keys to make a call or to send a string of digits during a call.

You can program speed calls via the Superkey Menu interface (see the procedure below), or using your Navigator Task Bar. See *Program Task Bar Personal Keys* and/or *Personal Feature Keys* for more information.

💡 **Tip:** Use your Navigator Task Bar to dial Speed Call contacts quickly using your mouse or your Personal Keys. See Use the Navigator Task Bar on page 6.

To store a Speed Call number:

3. Press (**SUPERKEY**).
4. Press the **No** softkey until "Personal Keys?" appears.

5. Press the **Yes** softkey.

6. Press a Personal Key that isn't a line key.

7. Press the **Change** softkey.

8. Press the **Yes** softkey.

9. Do one of the following:

   • To enter a new number, dial the number.
     Press (**HOLD**) between digits to create a pause during dialing—press (**HOLD**) more than once to lengthen the pause.

   • To enter a trunk flash, press (**TRANS/CONF**).
     (See "Trunk Flash" for more information about the use of this feature.)

   • To enter the last number dialed, press (**REDIAL**).

10. If you want the number to be private, press the **Priv** softkey.

11. Press the **Save** softkey.

12. Press (**SUPERKEY**).

To dial a stored Speed Call number:

1. Lift the handset (optional).

2. Press a **Speed Call** key.

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Speed Call - Personal

To store a personal Speed Call number:

1. Lift the handset.

2. Dial ***56**.

3. Enter an index number between 00 and 19.

4. Dial the number to be stored
    Press ⌂☎ (**HOLD**) between digits to create a pause during dialing—press ⌂☎ (**HOLD**) more than once to lengthen the pause.

5. Hang up.

To dial a stored personal Speed Call number:

1. Lift the handset.

2. Dial **#56**.

3. Enter an index number between 00 and 19.

Handsfree Operation

To make a Handsfree call:

1. If you want to use a Non-Prime Line, press a Line Appearance key.

    📝 **Note:** Your administrator must program Line Appearances to your phone.

2. Dial the number.

3. Begin speaking when the called party answers. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To use Handsfree Operation to answer calls:

1. Press the flashing line key.

2. Begin speaking. Your phone's Handsfree microphone and Handsfree speaker transmit and receive audio.

To hang up while using Handsfree Operation:

*   Press 🔊 (**SPEAKER**).

To turn Mute on during Handsfree Operation:

*   Press 🎤 (**MUTE**). The Mute key light turns ON.

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To turn Mute off and return to the conversation:

- Press (**MUTE**). The Mute key light turns OFF.

To disable Handsfree Operation, do one of the following:

- Lift the handset.

To return to Handsfree Operation from handset operation:

1. Press (**SPEAKER**).

2. Hang up the handset.

Mute

Mute lets you temporarily turn your phone's handset, headset, or handsfree microphone off during a call.

To turn Mute on during a call:

- Press (**MUTE**). The key light turns ON.

To turn Mute off and return to the conversation:

- Press (**MUTE**). The key light turns OFF.

Call Handling

Hold

The Navigator allows a maximum of four calls on Hold at one time.

To place a call on Hold:

1. Press (**HOLD**). The associated Line key flashes.

2. Hang up the handset, if desired.

To retrieve a call from Hold:

1. Lift the handset, if desired.

2. Press the associated flashing Line key.

To retrieve a call from Hold at another phone, do one of the following:

- Press the flashing line key.

- Dial **##7** and the number of the station that placed the call on Hold.

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Transfer

To Transfer an active call:

1. Press ⤳|♒ (**TRANS/CONF**).

2. Dial the number of the third party.

3. Do one of the following:

   • To complete the Transfer, hang up.

   • To announce the Transfer, wait for an answer, consult, and hang up.

   • To cancel the Transfer, press ⊗ (**CANCEL**).

To transfer an active call during headset operation:

1. Press ⤳|♒ (**TRANS/CONF**).

2. Dial the number of the third party.

3. To complete the Transfer, press the Release feature key.

Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press ⤳|♒ (**TRANS/CONF**).

2. Dial the number of the next party.

3. Wait for an answer.

   📝 **Note:** If the party does not answer, press (CANCEL) twice to return to the call in progress.

4. Press ⤳|♒ (**TRANS/CONF**).

To leave a Conference, do one of the following:

   • Hang up

   • Press ⊗ (**CANCEL**).

   • Press the **HangUp** softkey.

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Conference Split

To Split a Conference and speak privately with the original party:

• Press the **Split** softkey.

Add Held

To move a call on Hold to another line appearance:

1. Press the available line key.

2. Press the **Addheld** softkey.

3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press the **Addheld** softkey.

2. Press the flashing line key.

Swap

To call another party when you are in an established two-party call:

1. Press ⌁|☎ (**TRANS/CONF**).

2. Dial the number.

To alternate between the two parties:

• Press the **Trade** softkey.

Call Forward

Call Forward lets you redirect incoming calls to an alternate number. You can select one of the following forwarding options:

• **Always** redirects all incoming calls regardless of the state of your telephone.

• **B-Int** redirects internal calls when your telephone is busy.

• **B-Ext** redirects external calls when your telephone is busy.

• **NA-Int** redirects internal calls after several rings if you don't answer.

• **NA-Ext** redirects external calls after several rings if you don't answer.

📝 **Note:** For information about "I Am Here?", see Call Forward – Remote.

Error! Unknown switch argument.

To program Call Forward:

1. Press (**SUPERKEY**).

2. Press the **No** softkey until "Call Forwarding?" appears.

3. Press the **Yes** softkey.

4. Press the **Next** softkey until the type of Call Forward appears (see above).

5. Press the **Review** softkey.

6. If a number is already programmed, press the **Change** softkey.

7. Press the **Program** softkey.

8. Dial the destination number.

9. If you make an error while dialing, use the <--- softkey to backspace and correct the number.

10. Press the **Save** softkey.

To turn Call Forward on and off (once it has been programmed):

1. Press (**SUPERKEY**).

2. Press the **No** softkey until "Call Forwarding?" appears.

3. Press the **Yes** softkey.

4. Press the **Next** softkey until the type of Call Forward appears.

5. Press the **Review** softkey.

6. Press the **Change** softkey.

7. Do one of the following:

- To turn Call Forward on, press the **TurnOn** softkey.

- To turn Call Forward off, press the **TurnOff** softkey.

NOTE: ALL PHONES HAVE A PRE-PROGRAMMED FORWAD TO VOICEMAIL (**FWD TO VM**) BUTTON THAT ALLOWS USERS TO REDIRCT ALL CALLS TO VOICEMAIL – NO PORGRAMMING NEEDED.

Error! Unknown switch argument.

Messages – Advisory

Advisory Messaging enables you to select a notice that appears on your phone display to inform people visiting your desk of your whereabouts. Select from a variety of advisory messages, including "On vacation", "In a meeting", or "Out to Lunch".

To turn Messaging – Advisory on:

1. Press (**SUPERKEY**).

2. Press the **No** softkey until "Advisory Msgs?" appears.

3. Press the **Yes** softkey.

4. Press the **Next** softkey until the desired message appears.

5. Press the **TurnOn** softkey.

To turn Messaging – Advisory off:

1. Press (**SUPERKEY**).

2. Press the **No** softkey until "Advisory Msgs?" appears.

3. Press the **Yes** softkey.

4. Press the **TurnOff** softkey.

Using Advanced Features

Call Park

To retrieve a call parked by the attendant:

1. Lift the handset.

2. Dial the 3-digit park code (**111 – 116 or 121 – 126**) announced by the attendant.

Call Pickup (Cannot use for ACD calls)

To answer a call that is ringing at another station in your Pickup Group:

1. Lift the handset.

2. Press the **Pickup** softkey.

To answer a call that is ringing at a station not in your Pickup Group:

1. Lift the handset.

Error! Unknown switch argument.

2. Dial **#7**.

3. Dial the number of the ringing station.

Paging

To use Paging:

1. Lift handset.

2. Press the **Page** button.

3. Make the announcement.

Release

Release lets you disconnect from an attempted Call Transfer or Conference Call without hanging up the handset. Release is useful when you encounter a busy or unavailable party and wish to make another call immediately.

To release from an attempted transfer or conference call:

• Press the **Release** softkey

or

• Press the **Release** feature key.

Error! Unknown switch argument.