RINGS AND INDICATORS

SELECT RING TYPE  Choose from 14 different ring types to help distinguish your phone ringing from others

Leaves handset in place
Press MENU/HOME Key  Scroll to Options and Settings
Press SELECT SOFTKEY  Scroll to Screen/Sound Options
Press SELECT Soft Key  to locate Personalized Ringing
Use UP/DOWN Arrow Keys to listen to various selections
Press CLASSIC Softkey to hear additional “business style” ringtones
Press RICH Softkey to hear default ringtones
Press SAVE Soft Key to set desired ring
Press EXIT or PHONE Key to return to the main screen

If you choose a CLASSIC ring tone, your telephone rings differently for different types of calls

EXTERNAL Two Short rings  Repeated  (a new external call or a transferred external call)
INTERNAL Single ring  Repeated
RINGBACK Single Ring followed by two short rings  Repeated

NOTE: if you choose “RICH” Ringtones, you will not hear differences. They only apply to “CLASSIC” ringtones.

ADJUST RING VOLUME  Leave handset in place
You can adjust the volume while phone is ringing or idle
Press PLUS/MINUS VOLUME CONTROL Key to adjust the volume

MENU/HOME OPTIONS  Note: menu options may vary slightly

User Options and Settings
Call Settings
Display call Timer Adjusts whether ring/call time is displayed for calls
Visual Alerting Controls light – when on light flashes for new incoming calls
Audio Path Toggles between Headset and Speaker
Screen and Sound Options
Brightness Adjust the display brightness
Contrast Adjust the display contrast
Personalized Ringing Selects different ring tone
Language Select the language used for phone menus
Button Click Turn the phone menu Key click on or off
Error Tones Turn the phone menu error tones on or off

Enjoy breakfast and learn about the benefits your IPO productivity tools can offer your business.

Please register at events.northland.net.
Questions? Connect with your Northland Representative or contact us at 315.671.6200.

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TELEPHONE KEYS AND FEATURES

MESSAGE LAMP / RINGING INDICATOR:
- **ON:** Indicates new messages in your voicemail box.
- **FLASHING:** Indicates a ringing call.

DISPLAY:
Shows call information, details on system features, and call appearance.

CALL APPEARANCE OR FEATURE KEYS (24): Press left/right arrow keys to see 2 additional screens.
- **These Keys have four roles:**
  - **CALL APPEARANCE KEYS:** Allow you to handle multiple calls.
  - **FEATURE KEYS:** Features and menus are accessed by pressing these Keys.
  - **HUNT GROUP KEYS:** Rings and flashes for “group” calls, i.e., departmental or main numbers.
  - **USER KEYS:** Show appearance of other users’ extensions and indicate status.

CALL APPEARANCE KEYS:
- Used to Make or Receive Internal and External Calls.
  - Slow Flash indicates ringing call.
  - Fast Flash indicates a call.
  - Solid Red indicates Do Not Disturb (DND).

FEATURE KEYS:
- Features and menus are accessed by pressing these Keys.
  - Red On: You have line active.
  - Red Off: Idle, currently not in use.
  - Red Slow Flash: Incoming call, accompanied by ringing. If already on a call, only a single ring is heard.
  - NO INDICATOR: Line available.

DISPLAY INDICATORS:
- Appears on your display to indicate the Status of your phone.
  - **STATUS SOFTKEY:** Indicates a change in the State of your phone: Do Not Disturb, Forwarded, etc.
  - **CONF 100:** Indicates you are part of a system conference call, whether you initiate it or not.
  - **NO USER:** The extension is not currently logged on (see HOT DESK on page 6).
  - **OUT OF SERVICE:** Displays if one or more hunt groups are in out of hours (night) mode.
  - **G (GROUP):** You are a member of a group.
  - **N:** Phone is in DND mode.
  - **D:** Phone is forwarded.

CONTACTS:
- Contains four preprogrammed directories and one 100 number personal directory that you program.

TYPES OF DIRECTORIES:
- **ALL:** All directory entries (External, Personal, Users and Groups).
- **EXTERNAL:** Entries stored by the system administrator to be used by all users.
- **GROUPS:** Names and numbers of hunt groups on the telephone system.
- **USERS:** Names and numbers of all users on the telephone system.

PERSONAL:
- Entries stored by you, to be used from your phone.

TO PROGRAM:
- **Leave HANDSET IN PLACE**
  - Press CONTACTS key.
  - Press the NEW Soft Key.
  - Enter Name & Number (include the 9, 1 and area code if required).
  - Press SAVE Soft Key.
  - Information is automatically saved to your Personal directory.
  - To exit without making changes, press CANCEL Softkey.

TO USE:
- Press CONTACTS Key.
  - Begin spelling name on dial pad.
  - Lift your handset or press the CALL Soft Key, Speaker key, Headset key or the OK Key to call.

NOTE:
- When searching for a name in the contacts, only press a key once for each letter.
  - Example: when searching for ZsaZsa – Press 972972 (Not 9 four times to indicate z).

HISTORY/ CALL LOG:
- Accesses a list of your recent calls: last 10 incoming, last 10 missed, and last 10 outgoing.

TO USE:
- Press CALL LOG Key if you have new missed calls.
  - CALL LOG Key will be illuminated and LOG will open to missed calls.
  - Use the LEFT/RIGHT Arrow Keys to scroll through MISSED, ANSWERED, OUTGOING or ALL.
  - TO DIAL: Press CALL Soft Key or OK to call the number shown in the display.
  - TO SAVE A NUMBER AS A CONTACT: Press CALL LOG Key.
    - Use LEFT/RIGHT Arrow Keys to scroll through ALL/MISSED/INCOMING/OUTGOING.
    - Use the UP/DOWN Arrow Keys to scroll through records.
    - Press the DETAILS Soft Key.
    - Press MORE Soft Key then Press the +CONTACT Soft Key.
    - Use the UP/DOWN Arrow Keys to switch between and edit the name and number.
    - Include 9 if needed.
    - Press SAVE Soft Key, to cancel without saving press CANCEL Soft Key.

NOTE:
- **MISSING CALL INDICATION:** In upper left hand portion of display indicates the number of missed calls.
  - Example: 4 X.

TO CLEAR:
- Delete calls in missed call log by pressing CALL LOG Key.
  - CALL LOG Key will be illuminated and LOG will open to missed calls.
  - TO CLEAR: Delete calls in missed call log by pressing CALL LOG Key.
  - scroll to MISSED CALLS, press MORE Softkey then press DELETE ALL Softkey.

HOT DESKING:
- Allows you to log in your extension at another internal set.
  - Moves the “features” from your phone to another internal phone, you must LOG IN AND OUT.

TO LOG OUT:
- At phone you are moving to.
  - Press HOT DESK KEY OR *36 logs out current extension.

TO LOG IN:
- Press LOGIN Softkey.
  - Enter EXTENSION Number of phone you want moved.
  - Enter PASSWORD either the extension number or a number assigned by system admin.
  - Press DONE Softkey.

NOTES:
- When you log in to another telephone, it logs you out of your telephone.
- When you log out of the phone you logged in to, it both phones should return to their original extension.
- When Hot Desk to a different physical building, 911 calls will display the address of the phones “home” location.
REDIAL: Displays the last 10 numbers dialed or Redials the last number dialed. The redial function uses the outgoing call records stored in the call log.

TO USE: Press REDIAL Softkey
Displays shows last 10 numbers dialed
Use UP/DOWN Arrow Keys to highlight number you want to redial
Press CALL Soft Key

TO VIEW CALL DETAILS: Call duration, number of times called and time of last call are displayed
Press DETAILS Soft Key
Use UP/DOWN Arrow Keys to scroll through details about call

NOTE: A missed call will return to your voicemail as the call was originally intended for you.

MOBILE TWINNING: Programs calls to ring simultaneously at your desk phone and an external phone. This feature must be programmed by a System Administrator.

TO USE: Press TWINNING Key
Press SELECT Softkey or OK display shows Status of Mobile Twinning
Press ON or OFF Softkey to change status

TO ADD DESTINATION: Select DESTINATION
Press EDIT Softkey
Enter 9 and number
Press SELECT Softkey  Press SAVE Softkey

TO CHANGE DESTINATION: Select DESTINATION
Press EDIT Softkey
Clear old number and Enter 9 and new number
Press SELECT Softkey  Press SAVE Softkey

TO SWITCH CALL BETWEEN DEVICES: Press TWINNING Key

STFTKEY LABELS: appear on the display to indicate features that can be activated by pressing the keys directly below.

STFTKEYS: Appear below the Softkey labels on display and access features displayed on the label above them. These features change based on the current state of the phone. IE: ringing, on an active call, idle, etc.

 CONTENTS: appear below the Softkey labels on display and access features displayed on the label above them. These features change based on the current state of the phone. IE: ringing, on an active call, idle, etc.

 USER PROGRAMMING

CALL FORWARD: Programs your phone to ring at another Extension

TO PROGRAM: Press CALL FWD Key
Enter EXTENSION Number of phone that you want calls forwarded to
Press SAVE Softkey  FWD Key lights, D appears in display

TO CANCEL: Press CALL FWD Key hear tone CALL FWD Key light goes out, D disappears

NOTE: To switch Call between Devices: Press TWINNING Key

NOTES: Missed calls will return to your voice mail.
If you are twinning to a mobile phone and you are not in a coverage area, or your mobile phone is off, calls will go to your mobile voice mail.
**CALL PROCESSING**

**TO ANSWER INCOMING CALL:**
Phone rings - Indicator Flashes Slow
Lift Handset or Press SPEAKER Key or Press ANSWER Softkey

**NOTE:** To quiet a ringing call, Press IGNORE Softkey

**TO ANSWER SECOND CALL:**
Press Call Appearance Key of new call, first call automatically holds

**TO PLACE A CALL:**

<table>
<thead>
<tr>
<th>Internal</th>
<th>External</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lift Handset or Press SPEAKER Key</td>
<td>Enter EXTENSION Number</td>
</tr>
<tr>
<td>Enter 9 and Number</td>
<td></td>
</tr>
</tbody>
</table>

**TO PLACE A SECOND CALL:**
Press available Appearance Key, first call automatically holds
Enter Number

**SPEAKER:**
Press to make or answer any call without lifting the Handset

**TO SWITCH TO SPEAKER FROM HEADSET/HANDSET:**
Press SPEAKER Key
Replace Handset in Cradle

**TO END SPEAKERPHONE CALL:**
Press SPEAKER Key or DROP Softkey

**MUTE:**
Turns off your Microphone (Speaker, Handset and Headset) to allow you to speak privately.

**TO USE:**
Press MUTE Key
Key lights, speak privately

**TO RESUME CONVERSATION:**
Press MUTE Key again

**HOLD:**
Places an active call on HOLD. This is an exclusive HOLD to your phone. No one else can retrieve call.

**TO HOLD CALL:**
Press HOLD Softkey, Indicator lamp flashes fast

**TO RETURN TO CALLER:**
Press Flashing Call Appearance Key

**AUTOMATIC HOLD:**
When you select another CALL APPEARANCE Key, or use certain features, the line that you are already speaking on will be placed on hold Automatically w/pressing the HOLD Key.

**TRANSFER:**
Allows you to connect your call to someone else (With call on line)
Press TRANSFER Softkey
Call automatically held
Enter EXTENSION Number

**Blind Transfer**
Press COMPLETE Softkey
Call is connected, or

**Announced**
Wait for party to answer, (speak privately)

**TO COMPLETE TRANSFER:**
Press COMPLETE Softkey call is connected, hang up

**TO RETURN TO HELD CALL:**
Press CANCEL Softkey disconnects you from party and reconnects you to caller

**TO DROP A CALLED PARTY:**
Press DROP Softkey disconnects you from called party, caller stays on hold

**TO CONFERENCE ALL PARTIES:**
Press CONFERENCE Softkey all three parties are joined in a conference call

**TRANSFER TO VOICEMAIL:**
Sends a caller directly to voicemail without ringing the phone

Press TRANSFER Softkey, Call automatically held
Enter # sign and EXTENSION Number
Press COMPLETE Softkey Immediately

**ADHOC CONFERENCE:**
Allows you to add multiple parties to a call (With call on line)
Press CONFERENCE Softkey
First call automatically holds, you hear dial tone
Enter Second Number (internal or external)

**IMPORTANT:** wait for answer and announce conference
Press CONFERENCE Softkey

- To add additional parties, repeat above procedure
- To drop yourself from the conference, Hang up
- To Drop another member from the conference:
  - Press DETAILS Softkey Display gives participant information
  - Press Up/Down Arrow Keys to scroll through participants
  - Press DROP Softkey to drop desired participant
- To Mute another member, Press MUTE Softkey
- To Mute yourself, Press MUTE fixed key

**IF CALLED PARTY DOESN'T ANSWER/BUSY:**
To return to original call
Press CANCEL Softkey or CALL APPEARANCE key of the held line (fast green flash)

**NOTE:**
The number of external callers you can bring into this type of conference is dependent upon the type of service from your dialtone provider. Check with your system administrator.

**ADDITIONAL FEATURES**
You may need to scroll by pressing the right and left arrow keys to see additional features.

**CALL PARK:**
Allows you to place a call on hold in the system and assign it to a Call Park Slot.
Call can be retrieved from any telephone in the system by pressing associated Call Park Slot Key.

**TO PARK:**
With caller on line
Press Available CALL PARK Key, Key lights green on your phone, red on others
Advise person of Call Park Slot Number

**TO RETRIEVE:**
Press Handset or Press SPEAKER Key
Press Applicable CALL PARK Key
caller ID of held call is displayed
Press CONNECT Softkey
You are connected to call, begin speaking

**NOTES:**
If parked call is not retrieved within a predetermined number of seconds, call will “Callback” to the phone it was parked from.

**PAGING:**
Accesses Telephone or Overhead Speakers to make an Announcement.

**TO USE:**
Lift Handset
Press PAGE Key
Make Announcement
Press DROP Key, Hang Up

**DO NOT DISTURB:**
Stops ALL Tones and Ringing, lets you work undisturbed.
Incoming callers either hear busy tone or are transferred to your voicemail.

**TO PROGRAM:**
Press DND Key
STATUS Softkey appears, N appears in Display, light next to DND lights

**TO CANCEL:**
Press DND Key
STATUS Softkey disappears, N Disappears, light goes out

**NOTE:** When certain features are active such as Do Not Disturb and Call Forward, a “stutter” dial tone is heard when you lift your receiver or press handsfree. This does not affect outcalling, it is just another indication there is a feature activated.