Don't hesitate to contact us with any other questions or concerns about your new phone system.

Calling Tips
- For outside calls, dial the 7 or 10-digit number you are calling.
- You do not need to dial '9' to place an external call.
- It is not necessary to dial '1' when placing domestic long distance calls.
- For extension calling within your company, simply dial the extension number.
- You must dial '011' to call international numbers (outside of the U.S. and Canada)
- Press the 'Dial' soft key after you have entered the number to initiate the call
- If calling restrictions are enabled, you may be required to enter a PIN before placing a long-distance call
- To access directory information dial '411'.
- Where available, dial '911' to contact emergency services

Answering a Call
- Lift the handset OR
- Press the Headset button OR
- Press the Speaker button OR
- Press the 'Answer' softkey
- NOTE: the Answer softkey can be set up for headset or speakerphone

Ending a Call
- Hang up the handset OR
- Press the 'End Call' softkey

Muting the Microphone
- During a call, press so other parties can't hear you.
- To disable Mute, press again. This applies to calls using handset, headset, and speakerphone.

Voicemail
How to Connect to Your Voicemail
From Your BroadConnect IP Phone – Using the Messages Hard Key
STEP 1 Press the key.

From Your BroadConnect IP Phone – Using your Extension Number
STEP 1 Dial your own extension number. Press the "Send" softkey

From Someone Else's BroadConnect IP Phone
STEP 1 Dial *62
STEP 2 Press * to interrupt the recorded message.
STEP 3 Dial your extension number (also called "Mailbox ID").

From Any Phone
STEP 1 Dial your number.
STEP 2 Press * to interrupt your recorded greeting.

Configuring your Voicemail for the first time
STEP 1 Connect to your Voicemail using one of the methods listed above.
STEP 2 Enter your default passcode, usually "654123", then press #.
STEP 3 You will then be prompted to enter a new passcode, at least 6 digits in length, †
STEP 4 When prompted, re-enter your passcode and press #.
STEP 5 When prompted, record your name and press #.
STEP 6 Dial * to save your name recording; to re-record your name press 1; to listen to your name recording, press 2.
STEP 7 • To record your busy greeting, dial 2, record your message and press #.
• To record your no answer greeting, dial 3, record your message and press #.
† For security reasons do not use a generic passcode such as 123456, 000000, 111111, 654123, etc.
Using Your Phone’s Features

To Transfer a Call - Assisted or Supervised

Transfers the call to another party while you stay on the line to announce the call. The receiving party sees your Caller ID information.

STEP 1 While on a call press the “Transfer” softkey.
STEP 2 For a supervised transfer simply dial the number or extension followed by the “Send” Soft Key.
STEP 3 After the receiving party has answered, introduce yourself and the caller, and hit the “Transfer” softkey again to complete the transfer.

To Transfer a Call - Blind or Unsupervised

Instantly hands-off your call to another party. The receiving party sees the originating party’s caller ID information.

STEP 1 While on a call press and hold the “Transfer” softkey.
STEP 2 Select the Transfer Type “Blind”
STEP 3 Dial the extension or number, then press the “Send” softkey. You will be disconnected and the call will instantly be redirected to the appropriate party.

To Use 3-Way Conferencing

STEP 1 While on a call press the “Confrnc” softkey.
STEP 2 Dial the number of the next party you want to join the call.
STEP 3 When the party answers, press the “Confrnc” softkey to create a 3-Way conference call.

To Forward Incoming Calls to Another Number

STEP 1 Press the “Forward” softkey.
STEP 2 Select the Forwarding Type (Always, No Answer, or Busy)
STEP 3 Enter the number to which you would like calls forwarded and press the ‘Enable’ softkey.
STEP 4 To disable call forwarding repeat steps 1 and 2 and press the “Disable” softkey.

Using Do Not Disturb

- To enable or disable ringing, press DND from the Home or Lines view.
- When Do Not Disturb is enabled, the DND icon displays in the status bar and beside the appropriate Line key.

Adjusting Volume

- To change call volume, press during a call.
- To change the ringer volume, press when the phone is idle or ringing.

Viewing Recent Calls

From Lines View, do one of the following.

- Press , select Directories, and select Recent Calls to view your Recent Calls list.
- Press the right arrow key to view the recent Placed Calls.
- Press the left arrow key to view the recent Received Calls.
- Press the down arrow key to view the recent Missed Calls.
- Press the up arrow key to view Favorites
- From the Recent Calls list, press Sort to sort and order calls, press Type to display only certain calls, or select a call record to call the person.

For more interactive guides, browse to MyPhoneTraining.com