**Navigation**

Line Buttons: Located on the left side of the phone screen.

Session Buttons: Located on the right side of the phone screen.

Softkeys: Four softkey buttons are located below the phone screen.

Navigating a List or Menu: Press up or down on the select bar.

Selecting an Item in a List or Menu: With the item highlighted, press select.

Exiting a Menu: Press exit or go back on a level in a menu, press back.

**Settings**

Volume: [ ] adjusts volume for the handset, headset, speakerphone, and ringer.

Ringtone:
1. Press applications.
2. Select preferences > ringtone.
3. Select a line.
4. Scroll through the list and press play to hear a sample.
5. Press set and apply to save selection.

Screen Contrast:
1. Press applications.
2. Select preferences > contrast.
3. Press the navigation bar up or down to alter the contrast and press save.

Setting up Speed Dials:
To set up speed dials and customize other features and settings, go to:
https://cucmprodpubvoip01.houstonisd.org/ucmuser/
Use your HISD login and password.

**Tips**

Keeping Track of Multiple Calls:
1. Ringing call: flashing amber
2. Connected call: solid green
3. Held call: flashing green
4. Shared line in use remotely: solid red
5. Shared line on hold remotely: flashing red

Best Practices in Using a Headset:
If you use a headset to dial or answer a call, your headset is the primary audio path and a headset icon displays in the right corner of the header bar. Press answer to automatically answer a call using the headset.

1. Handset light strip
2. Programmable feature buttons
3. Phone screen
4. Softkeys
5. Navigation and select
6. Hold/Resume
7. Conference
8. Transfer
9. Speakerphone
10. Headset
11. Mute
12. Keypad
13. Volume
14. Contacts
15. Applications
16. Messages
17. Handset
Dialing
1. Dial 9 for an outside line.
2. Enter your desired number.
3. Lift the handset or press either a line button, the Call softkey, the headset &nbsp;&nbsp; or the speakerphone &nbsp;&nbsp; or the round Select button in the navigation bar.
4. For speed dial enter the item number and press the SpeedDial softkey. Or press the down arrow on the Navigation bar when the phone is idle, then scroll to a speed-dial item and press the Select button in the navigation bar. You may also have speed dials assigned to some buttons along the right side of your phone.

Answering
New Call Indicators:
1. A flashing amber line button.
2. An animated and caller ID.
3. Flashing red light on the handset.
To answer the call, lift the handset. Or press the flashing amber Session button, answer, the unlit headset button, or the Speakerphone button.
Answering Multiple Lines: If you are talking on the phone when you get another call, a message appears on the phone screen. Press the flashing amber line button to switch lines and press the Session button to answer the second call. The first call goes on hold automatically.

Directories
1. Press contacts &nbsp;&nbsp;.
2. Scroll and select a directory.
3. Use your keypad to input search criteria.
4. Press Submit.
5. To dial, scroll to a listing and press Dial.

Conference
1. From an active call press &nbsp;&nbsp;.
2. Make a new call.
3. Press &nbsp;&nbsp; again. The phone displays “Conference”.
4. Repeat steps to add more participants.
Join Calls: you can conference the active call with the held calls either on the same line or across lines.
1. From an active call, press conference &nbsp;&nbsp;.
2. Press active calls to select the held call, and press &nbsp;&nbsp; again to create the conference.
View and Remove Participants: during a conference, press show details. To remove a participant, scroll to the participant and press remove.

Voicemail
New Message Indicators:
1. Solid red light on your handset.
Listen to Messages: Press messages &nbsp;&nbsp; and follow the voice prompts. To check messages for a specific line, press the line button first.
Setting up Voicemail:
1. Press messages.
2. Enter passcode 135246#.
3. Record your name.
4. Record your greeting (optional).
5. Replace the 135246# password with your own.
6. Follow the prompts until the system indicates you have completed the process.

Mute
1. While on a call, press mute &nbsp;&nbsp;.
2. Press &nbsp;&nbsp; again to turn off the mute.

Call History
View Call History:
1. Press applications &nbsp;&nbsp;.
2. Scroll and select call history.
3. Select a line to view. The phone displays the last 150 calls.
4. To view details on a call, press more, then details.
View Missed Calls Only:
1. View your call history.
2. Press missed.

Forward All
1. To forward calls received on your primary line to another number, press Fwd all.
2. To forward all calls to a voicemail, press the button.
3. Look for confirmation on your phone screen.
4. To cancel call forwarding, press Fwd off.
To set up forwarding remotely or on a secondary line, access your User Options web pages.

Hold
1. Press the hold &nbsp;&nbsp; button. The hold icon appears and the line button flashes green.
2. To resume a call, press the flashing green line button, resume, or hold.

Transfer
1. From an active call, press transfer &nbsp;&nbsp;.
2. Enter the transfer number.
3. Press transfer again.