

Standard Buttons:

- Speaker** Press **SPEAKER** > Activates speakerphone > Press **SPEAKER** to deactivate.
- Mute** Feature allows user to turn off the microphone in the handset or speakerphone. Your caller will not be able to hear your conversation, but you are able to hear them.
- Press **MUTE** > Red light will turn on > Press **MUTE** again to deactivate.
- Volume** Adjusts the ringer, speakerphone and handset volumes for your telephone.
- Transfer** Press **TRANSFER** > Dial the Extension Number > Press **TRANSFER** again to complete the process. If you need to introduce the call, wait for the person to pick up, say your message and press **TRANSFER** to complete the process.

NOTE: If you make a mistake in dialing, press **DROP** to clear the line and dial the extension number again. (See Drop for additional details.)

- Conference** Feature allows user to connect with up to five (5) additional parties on one line on their telephone. (Six total including you)
- Press **CONFERENCE** > Dial the telephone number or extension of the person you want to add > Press **CONFERENCE** again to complete the process.
- If you are already speaking with an individual and you receive a new call that you want to establish into a **CONFERENCE** call, use the following:
- Place the original call on **HOLD** > Answer the second call > Press **CONFERENCE** > Press the line of the original person you were speaking with > Press **CONFERENCE** again to complete the process.

- Redial** Press **REDIAL** > System automatically dials the last number dialed.

- Ring** Users can choose from eight (8) different ring patterns.

Press **RING** > System will ring the current pattern for your set > Continue to press **RING** to listen to all ring patterns > Make your selection and stop pressing the **RING** button > System will ring the pattern two more times before you receive a confirmation tone and the pattern is set automatically for your set.

Programmable Features:

- Abbreviated Dial (AD)** AD feature allows user to store speed dial numbers. AD soft keys in display allow up to 24 digits to be stored for easy speed dialing of a telephone number. See **User's Guide** for programming instructions.

- Auto Dial** Automated Dialing (Auto Dial) allows user to store speed dial numbers in programmable (AD) buttons, up to 24 digits for easy speed dialing of a telephone number. See **User's Guide for programming instructions.**
- Busy Indicator** Feature button allows users to see when the pre-assigned extension is using their telephone. Red indicator light activates when the extension number is busy, i.e., on the telephone. Feature also acts as a speed dial for the assigned extension. Press **BUSY INDICATOR** > System will automatically dial the extension assigned to this feature button
- Call Display** Used with **DIRECTORY**, the feature initiates a call to a telephone extension shown in the display. Press **CALL DISPLAY** > System dials the extension shown in the display
- Call Forward (CFWRD)** Feature allows user to redirect their calls from one internal extension to another.
Press **CALL FORWARD** (or dial *2) > Dial the extension you intend to forward your calls to > System will provide a three-beep confirmation tone to complete the process.
To cancel, press **CALL FORWARD** (or dial #2). System will cancel all forwarding instructions
- Call Pickup** Feature allows user to answer a colleague's extension within your predetermined "pickup" group without physically going to the extension.
Press **CALL PICKUP** or dial feature access code #4 > System will automatically bring the ringing call in your group to your extension.
- Dial Intercom** Feature allows user to dial directly to one of several users in the intercom group
Press the **INTERCOM** button and dial the two-digit code corresponding to the person to be dialed. > System will automatically connect using the **INTERCOM** feature.
- Directory (DIR)** Feature allows user to view a listing of telephone extensions within GW.
Press **DIRECTORY** > Spell out the **LAST NAME** of the person you are searching for using your telephone keypad > The system will cross-reference each name until it finds a match in the system
You can press the **NEXT** button to scroll through additional names within the **DIRECTORY**
If you are unable to locate the person using just the **LAST NAME**, use the * to enter the first name after entering the entire last name
Press **CALL DISPLAY** to dial the person you have searched for in the **DIRECTORY**. > Press **EXIT** to exit and clear the display.
- Drop** Feature is used as a "delete" function. Feature allows user to drop the last person added to a **CONFERENCE** call and allows user to delete a misdialed telephone number.
Press **DROP** > System will drop the last person from the Conference call or give new dial tone.
- Send Calls (SAC)** Feature allows user to redirect their calls to the next point of coverage after one (1) ring on their telephone set.
Press **SEND CALLS** to activate. Press **SEND CALLS** again to deactivate.

YOUR SPEED DIAL OPTIONS:

Abbreviated Dial Abbreviated Dial (AD) feature is located in the display and/or as a programmable button. See **How to Program Numbers for Speed Dialing** for programming instructions.

Personal List Feature provides user with additional options for speed dialing. This list is a series of codes that corresponds with the spaces used for speed dialing

Group List Feature provides user with access to a list of telephone numbers specific to a group of users.

How to Store (Program) Numbers for Speed Dialing:

Your AD buttons in Display (if applicable): To program AD buttons in your display use the following instructions:

- Press **MENU**.
- Find and press **PROG** (Program Button).
- Press **MENU** again.
- Find and press the **AD** button you intend to program.
- You will receive a display prompt: “Do you want to change number? Press 1 for Yes / 2 for No”
- Press 1 and enter the telephone number as if you were calling the number immediately
- Press # to save the number.
- You will receive a display prompt: “Do you want to change label? Press 1 for Yes / 2 for No”
- Press 1 and enter a label no more than five (5) characters in length (See **LABEL EXAMPLE** below for guidelines)

Label Example – To spell out the label HOME, follow the steps below. **NOTE:** Each letter corresponds with a different key of your telephone keypad. Use * to advance to the next character space and # to save your entry To enter the label “H O M E”

- Press button 4 until you see the **H** in the display Press * to advance to the next space
- Press button 6 until you see the **O** in the display Press * to advance to the next space
- Press button 6 until you see the **M** in the display Press * to advance to the next space.
- Press button 3 until you see the **E** in the display Press # to complete the label process.

NOTE: If you want to use a number instead of a letter, continue to press the appropriate button until you see the number in the display. For example, if you want “5,” press the “J K L 5” button four times.

- Press # to save your label entry or press * to re-enter your label.
- If there are additional numbers you intend to program, repeat this process to program new numbers. Otherwise, press the button labeled “speaker” or lift the receiver.

To use a speed dial button, press **MENU** ➤ Find **AD** button you intend to dial. ➤ Press the softkey under the label of you want to call. The system will automatically connect you with the number programmed for the button

How to Store (Program) Numbers for Programmable Buttons:

To program a number for any autodial button, use the following instructions:

- Press **MENU**.
- Press **NEXT** and find the **PROG** label Press the **PROG** softkey.
- Press the autodial button.
- Dial the number. (Remember to include all codes applicable, including 9 to dial out of office.)
- Press **#** to store the number.
- Hang up.

To dial the number stored on the autodial button, simply press the button

How to Store (Program) Numbers for Your Personal List:

To program your personal list, use the following instructions:

- Get dial tone using your handset or speakerphone.
- Dial ***0** (Program Access Code)
- Dial **1** to access your personal list
- Dial the item number you intend to program. (Item numbers are either 1 or 2 digits in length)
- Example of Items Numbers (1-9 or 01 – 10)
- Dial the telephone number you are programming as if you were calling the number immediately
- Press **#** to complete the programming.

If there are additional numbers you intend to program start at 4th bullet and repeat the process starting with the next item number.

To dial a number stored in a personal list, dial the feature access code for your personal list. Dial the item number corresponding to the telephone number stored and the system will automatically dial the number