To adjust handset volume
- Press the Volume (UP) or (DOWN) keys during a call

To adjust speaker volume
- Press Volume (UP) or (DOWN) keys during a handsfree call

To adjust ring tone volume
- Press Volume (UP) or (DOWN) keys while the phone is ringing

To adjust LCD contrast
To adjust the display:
- Press the Menu soft key.
- Dial 21 on the dial pad.
- Press the Select soft key.
- Press the (UP) or (DOWN) Cursor keys to adjust the display contrast.
- Press Enter key.
- Press Speaker key to finish.

Making internal calls
- Lift the handset or press the Speaker key to receive dial tone.
- Dial the extension number of the required party.

Making outside calls
- Press the line key to access the specific outside line.
  or
- Lift the handset
  or
- Press the Speaker key and dial the line access code. (Default; dial 9)
- Dial the telephone number of the required party.

Incoming call history
- Press the incoming Call History Key - your last incoming call is displayed
- Press the (UP) or (Down) Cursor keys to scroll through your call list.
- Press the Redial key to make the call.

Answering a call
- Your phone will ring and the Call Indicator Lamp will flash.
  Lift the handset.
  or
  Press the Speaker key to answer by handsfree
Placing a call on hold
- Press the hold key during a call
- Outside calls will flash at the line key
- Internal calls will flash at the Hold Key
- Press the flashing key to retrieve the held call

Transferring a call
- Pressing the Transfer key during a call
- Dial the ext. number of the required party and press transfer
- Or wait for an answer, announce the call and press the transfer key

Redialling a previous number
- Press the redial key - your last dialed call will be displayed
- Press the up/down keys on the navigation wheel to scroll through your call list
- Press the speaker key to make the call

Changing the name on a handset
- Press SPK key
- Dial 800 – the handset will then display ICM DIAL
- Enter your extension number
- Key in the new name as you would when writing a text. (Press # once to use the same letter i.e. rr = r#r, and press ## twice for a space, to delete letters press DND/CONF
- When name is correct press HOLD and then SPK

Changing the time
- Press SPK key
- Key in 828
- Enter 4 digits for 24 hr. time (e.g. for 3.45 pm enter 1545)
- Press SPK

Do Not Disturb (DND) set
- Press the DND and 1 to block your outside calls
- Press the DND and 2 to block Paging, internal calls
- Press the DND and 3 to block all calls
- Press the DND and 4 to block transferred calls

To cancel:
- Press the DND and 0