

Your phone's display and buttons



- 1: **HANDSET** – pick up to answer or make calls
- 2: **MESSAGE WAITING INDICATOR** – when lit
 - **RED** – you have a new voice mail message
 - **FLASHING RED** – you have an incoming call
- 3: **SCREEN** – typically this will display the :-
 - Date and time
 - Phone station name
 - Line extensions
 - Soft key options
 - Start-up logo and screen saver

4. LINE KEYS – these indicate the status of the phone line:

- Green – line is idle
- Red (steady) – line is active or in use
- Red (blinking) – line is on hold
- Amber - line is unregistered (cannot be used)
- Flashing Amber – the phone is not connected to the network

5: SOFTKEY BUTTONS – Press to perform the action shown directly above it on the screen
e.g. Redial

6: NAVIGATION BUTTON – press up or down to scroll through menu items on the LCD screen

7: MESSAGE BUTTON – press to access voicemail (once set up by the system administrator)

8: HOLD BUTTON – presto put a call on hold

9: SET-UP BUTTON – reveals a menu from where you can configure feature and preferences (e.g.) directories, call history, set up functions such as call forwarding and phone status information.

10: MUTE BUTTON – press to turn on or off. When the phone is on Mute, the button glows red, a flashing red mute button indicates the phone has no network connection.

11: VOLUME BUTTON – Press + to increase or – to lower the volume level of the handset, headset or speaker (when the phone is off-hook) or ringer (when the phone is on-hook).

12: HEADSET BUTTON – press to turn on or off. When the headset is on the button glows green

13: SPEAKER BUTTON – press to turn on or off. When the speaker is on, the button glows green

14: KEYPAD – press keys to dial phone numbers, enter letters and choose menu items

Using Your Phone

Using Line Keys

Situated in the top right of your handset, the two line key buttons let you:-

- Make a second call while the first call on hold
- Take a second call while another is in progress (if Call Waiting is on)
- Switch between the two different calls

Your handset shows up to two incoming calls on the lines you have set up. The other line keys can be used for other Horizon services, such as Busy Light fields



Using Busy Lamp fields

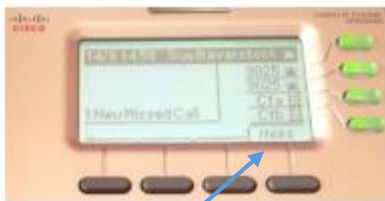
A Busy Lamp field lets you see if colleagues' lines are free to take calls.

You can have up to three Busy Lamps on the handset, all programmable through the Horizon Portal. The line button is green if it's free, or red if its not.

The Busy Lamp field also acts as a speed dial, letting you call your contact via a single button.

Handling Missed Calls

If you miss a call, you will see a "Missed Call banner" on screen – to see missed calls:



**Press Miss
arrow**



**Highlight the number using your
keys**

Then press **DIAL** to call or **OPTION** to delete. Use **EDITDIAL** to change the number before calling.

Do Not Disturb

To stop incoming calls to your phone, you have the ability to set up the DO NOT DISTURB feature on it.



**Press DND to set up
(Call status will appear as busy)**

Press CLR DND to cancel

If you have set up CALL FORWARD, CALL DIVERT or the REMOVE OFFICE feature, this may also stop you receiving calls. To see how to set these up, ask your system administrator.

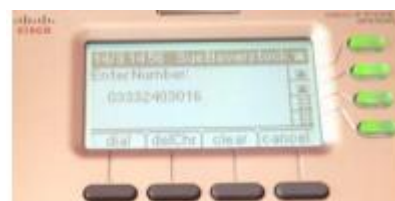
Making Calls

There are three ways to make calls on the handset, you can:-

- Lift the handset
- Push the headset button
- Push the speaker button, once you have a dial tone.



Dial your number



Press DIAL to place the call

Remember you don't need to dial 9 first in order to get an outside line with the phone system.

To select a number you have called before, press the REDIAL soft key. Use the navigation button to scroll up and down the list and highlight the number you want to dial, then either:

- Pick up the handset (the call will automatically connect) or
- Press the **DIAL** soft key

If you want to edit the number before dialling, press the **EDITDIAL** soft key.

To set up additional functions, such as speed dials or the company address book, you will need to go through the Horizon Portal (ask your system administrator).

Taking Calls

You can answer a call on the handset in three ways:

- By lifting the handset
- By pushing the headset button with the handset still on the phone
- By pushing the speakerphone button with the handset still placed on the phone.

Taking Multiple Calls

You will know if there is a second incoming call by:

- The second line button flashing red
- The over-display light flashing red
- A single beep from the handset

To switch to the second call, press the flashing red line button. At this point the active call is shown by the line button flashing red and an arrow icon displayed next to it on the screen.

The first call is now on hold. The relevant line button will appear as a constant red and a double-headed arrow icon will be displayed next to it on the screen.


Like the "Reject" function on a mobile, you can ignore an incoming call and send it to voicemail. When your phone rings, an **IGNORE** soft key will appear on-screen. Press it to divert the call to voicemail.

Accessing Voicemail

If you have voicemail, the red strip light above the display will light up. To get to your messages:

- Key in your Company Voice Portal number
- Then type your **VOICE PORTAL PASSCODE** followed by #

PERSONALISING YOUR PHONE

To add a wide range of phone –specific features, press the **SETUP** button  on the keypad. You will now see a list of on-screen options. These are:

Directories

The phone stores a company-wide directory, enabling you to search for other users by name or site. It also enables you to store your own personal contacts, but these must first be set up on the Horizon system. Any personal lists set up on the phone only will be deleted whenever there is a software or firmware refresh/upgrade.

To access your directly press **SETUP** followed by **DIRECTORY**

Ringtones

To assign a specific ringtone to any of your contacts:



Click SETUP



Then SELECT RINGTONE

This will give you the option to listen to available ringtones and to select one for your contact. Once you have chosen a ringtone, click **SELECT** in order to save the entry to the phone.

Call History

To view all calls made or received on your phone:



Click Setup



followed by Call History option

Under the **CALL HISTORY** menu, you can view these call categories:

- Redial List
- Missed calls
- Received calls
- Placed calls



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If you are part of a HUNT GROUP, any calls which have passed onto your extension will also be displayed. To navigate the list, click on the "UP" and "DOWN" keys to highlight an entry. You can then choose to:

- Dial that number
- Edit the number before dialling
- Delete the entry
- Add it to the address book



Each log stores up to 60 entries.

Speed Dials

Speed dials allow you to call a number simply by pressing one or two pre-programmed digits.

You should always set up and manage all speed dials through the Horizon Portal to make sure they are not deleted every time you run a system upgrade or firmware refresh. To set up speed dials, see your Horizon Portal guide.

Changing the screen contrast



Click **Setup**



Adjust the contrast as needed

To reduce the contrast, press the left navigation button. To increase it, press the right, then press **SAVE**.

Setting the back light timer



Go to PREFERENCES, press SELECT

Go to BACK LIGHT TIME, press SELECT

The press **OPTION** repeatedly to view the available options: Always on, off, 10s, 20s and 30s. Choose your option and press **OK**.

Restart your Phone

Choose this option if the system has a problem registering the Horizon, for example, or if you need to restart to gain access to new features and updates. The phone will ask you to confirm you want a restart. It will then power down and re-establish its network settings. You can also restart by removing and re-instating the Ethernet and/or the power cable. To restart:



Click SETUP

Go to RESTART, press SELECT

Press OK to confirm

The **FACTORY RESET** option, below the **RESTART** option should **NEVER** be used.

CALL HANDLING FEATURES

Hold

Pushing the **HOLD** soft key puts the caller on hold with music. To return to the original caller, press the flashing red line button for that call.

Call Pickup

Let's you pick up calls from other extensions, if they are part of a **CALL PICK UP GROUP**. To set up a group

- Key *88+ the extension

Note: Call Pickup only applies to users within the same office

Call Park

Puts a caller on hold and allows it to be picked up by anyone in your Call Park group. To park a call:

- Key *68 + the extension + #
- To set up a Call Park group, please refer to the Horizon Portal user guides or Horizon Portal.

Note: If the call isn't picked up within 60 seconds, it will come back to you and continue ringing until the call is picked up. Also, you cannot park a call that you have made.

Unattended Call Transfer

- Press TRANSFER SOFT KEY + THE EXTENSION

When the person answers, press the TRANSFER soft key again and hang up.

Attended Call Transfer

- Press **TRANSFER** soft key when a call is in progress. You will hear a secondary dial tone.
- Dial the number to which you want to transfer the call
- When the person answers, ask whether they want to take that call
 - If yes, press the **TRANSFER** soft key and hang up
 - If no, press the **TRANSFER** soft key to return to the original caller

N-way Conference

- Press the **CONF** soft key once connected to put the first call on hold. You will now hear a secondary dial tone.
- Dial the number you want to connect to in conference, once it connects, you will be in a private conversation with that person only
- To connect everyone in conference, press the **CONF** soft key again
- As soon as you put down the phone, the conference call will end
- To leave the call early and allow the other participants to carry on, press the **"JOIN"** soft key