

CALL MANAGEMENT**Place a call:**

1. Lift the handset
2. Dial the number and press Send Soft key or wait till the call is placed automatically

Call from Phonebook:

1. Press Phonebook Soft key or Phonebook key
2. Press Filter Soft key and select a phonebook
3. Press Search Soft key then type the name/number
4. Press Enter Soft key to confirm
5. Press Dial Soft key

Call from History:

1. Press **History** Soft key
2. Select a colleague from the list
3. Press **Dial** Soft key
4. Lift the handset

Call via BLF Keys:

1. Lift the handset
2. Press a BLF key assigned to a colleague / group you would like to call

Answer a call:

1. Lift the handset or press the **Speaker** key.

Answer a second incoming call:

1. press **Answer** Soft key

Mute the ring of an incoming call without answering:

1. Press **Silence** Soft key

Forward a call without answering:

1. Press **Fwd** Soft key, dial the number, press **OK** Soft key

Decline a call:

1. Press **Reject** Soft key

Hold / Second call:

1. Press **Hold** Soft key during a call
2. Press **Resume** Soft key to resume

Make a second call:

1. Press **New** Soft key
2. Dial a number or press **Select** Soft key to search for a contact in History or in Phonebook

TRANSFER**Blind transfer:**

1. Transfer without notifying the person who receives the call transfer:
2. Press **Trans** Soft key or **Transfer** key during a call (the call is put on hold)
3. Dial the number or press **Select** Soft key to search for a contact in History or Phonebook
4. Hang up or press **Trans** Soft key

Blind transfer via BLF keys:

1. Press the **BLF** key configured as "Colleague" or "Call group" during a call

Attended transfer:

2. Transfer with notification to the person who receives the transfer:
3. Press **Trans** Soft key or **Transfer** key during a call (the call is put on hold)
4. Dial the number or press **Select** Soft key to search for a contact in History or Phonebook

5. Wait till the second party answers

6. Hang up or press **Trans** Soft key

Attended transfer via BLF keys:

1. Press the **BLF** key configured as "Colleague" or "Call group" during a call
2. Wait till the second party answers
3. Hang up or press **Trans** Soft key

Conference

1. Put the first call on hold
2. Make a second call to the contact you wish to invite to the conference call
3. When the third party responds, press **Conf** Soft key
4. Press **Split** Soft key to split the two calls or hang up to end the conference.

Park a call

1. Press a BLF key configured as "Park Location" during a call to park a call / press it again to resume the call



KEYPAD INSTRUCTIONS



WP480G 2017

1 – LED indicator

- Flashing: Incoming call / Missed call / New VM message
- Off: In the standby mode

2 – Soft keys

Used to confirm different operations indicated on the screen above the corresponding soft keys. On the idle screen soft keys provide access to phone's menus: *History*, *Phonebook*, *Features*, *Menu*

- *History*: access call history and call from history
- *Phonebook*: access to shared PBX phonebooks and call from phonebooks
- *Features*: call features
- *Menu*: phone settings

3 – Navigation keys

Use Navigation keys to select and the central key to confirm different menu options

4 – BLF / function keys

Monitoring of users and features

KEYPAD INSTRUCTIONS CONTINUED

5 – Speaker key

Press to place a call / answer a call in speaker mode or press during a call to switch between speaker / handset mode

6 – Volume keys

Use to adjust the audio volume (during a call), the ringer volume (in the standby mode or while receiving an incoming call), the speaker volume (in the speaker mode)

7 – Headset key

Press to place a call / answer a call in headset mode (when headset is connected) or press during a call to switch between speaker / headset / handset mode

8 – Mute key

Press during a call to disable / enable the microphone

9 – Redial key

Press twice to redial the last called number

10 – Voicemail key

Access Voicemail graphical menu (long press on WP410 / WP480G 2016)

11 – Quick DND key

Long press enables / disables "Do not disturb"

12 – Phonebook key

Press to access the PBX shared phonebooks

13 – Transfer key

FEATURE CODES

1. Dial feature code and press send

- **Status (DND/Away):** 60 (Enable & Disable DND/Away Status)
- **Call Forward Busy:** 61 (Forward call when user is in another conversation)
- **Call Forward No Answer:** 62 (Forward calls when there is no answer)
- **Call Forward All:** 63 (Forwards all calls)

**Note* Forwarding phone number needs to be set up in Collaboration using International format Example (+15555555555)*

VOICEMAIL

Access your voicemail:

- Dial the feature code 81 or press **Voicemail** key and follow the audio instructions

Listen to new / old messages:

- Call 81 or press **Voicemail** key, press 1 for new / old messages, then:
- Press 2 for message details
 - press 2 to change folders (*press 0 for new / 1 - for old / 2 - for work / 3 - for family / 4 - for friends messages / # - to cancel*)
 - press 3 for advanced options (*press 1 to send a reply / 3 - to listen to the message envelope / 5 - to send a Voicemail message / * - to return to the Main menu*)
 - press 5 to repeat the current message
 - press 7 to delete this message
 - press 8 to forward the message to another user
 - press 9 to save this message
 - press * for help
 - press # to exit

Send a Voicemail message to yourself / to another user:

- Call 81 or press **Voicemail** key, press 3 for advanced options, then:
- press 5 and follow the audio instructions

Record your name / your unavailable / your busy message:

- Call 81 or press **Voicemail** key, press 0 for mailbox options, then:
 - press 1 to record your unavailable message and follow the audio instructions
 - press 2 to record your busy message and follow the audio instructions
 - press 3 to record your name and follow the audio instructions