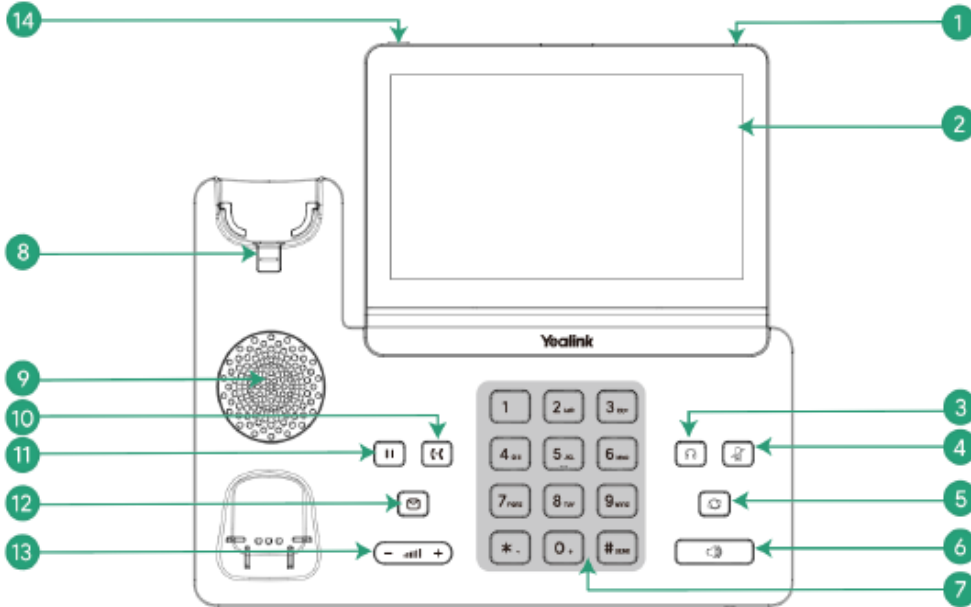




**Additional Training Resources:** Scan the **QR code**.

**Phone Support:** To speak to our dispatch team, please call **(800) 450-5722**.

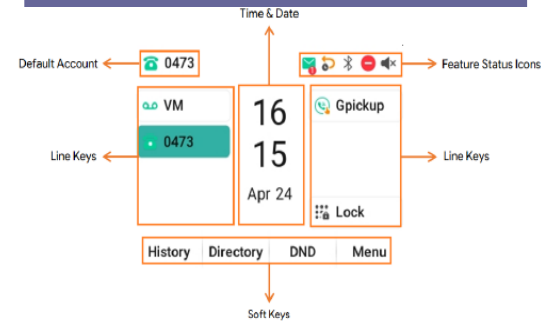
**Email/Ticketing:** Automatically creates a service ticket, email **services@Hiscall.com**.



1	<b>Power LED Indicator</b>	Indicate call, message, and phone system status.
2	<b>Touch Screen</b>	Shows information about your phone, such as calls, messages, soft keys, time and date.
3	<b>Headset key</b>	Toggle the headset mode on or off.
4	<b>Mute</b>	Toggle the microphone on or off.
5	<b>Redial Key</b>	Redial a previously dialed number.
6	<b>Speakerphone Key</b>	Toggle the speakerphone (hands-free) mode or not.
7	<b>Keypad Keys</b>	Allows you to enter numbers, letters, special characters. If a menu item has an index number, you can use the keypad key to select the item.
8	<b>Reversible Tab</b>	Secure the handset in the cradle when the phone is mounted vertically.
9	<b>Speaker</b>	Provide ringer and speakerphone audio output.
10	<b>Tran Key</b>	Transfer a call.
11	<b>Hold Key</b>	Place a call on hold or resume a held call.
12	<b>Message Key</b>	Access your voice messages.
13	<b>Volume Key</b>	Adjust the volume of the handset, headset, and speaker.
14	<b>Alarm Key</b>	Long press to trigger alarm.

## IDLE SCREEN ICONS:

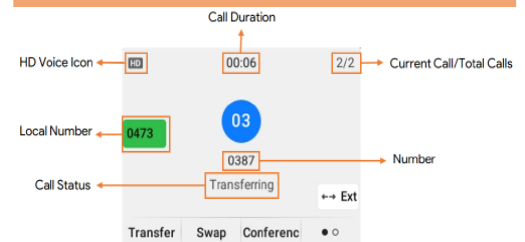
The idle screen is made up of the status bar, line keys, and soft keys. The time & date is displayed in the middle of the screen.



## CALL SCREEN ICONS:

All of your active and held calls are displaced on the calls screen. You can press the up or down navigation key to switch between calls.

When there is an active call and a held call, the calls screen is shown below:



You can press **OK** key during a call to view the current time & date, and phone status.

## LINE KEY LED:

The line key LED indicator is associated with the status of phone lines and features.

<b>Solid Green</b>	Line is in conversation.
<b>Flash Green Fast</b>	Line is ringing.
<b>Flash Green Slowly</b>	Call is on hold.
<b>Off</b>	Line is inactive.





























**Additional Training Resources:** Scan the **QR code**.






**Phone Support:** To speak to our dispatch team, please call **(800) 450-5722**.

**Email/Ticketing:** Automatically creates a service ticket, email **services@Hiscall.com**.


## Line Key & Status Bar Icons

Icons	Description
	Hold
	Voice Mail
	Direct Pickup
	Conference
	Transfer
	Record / Recording in Progress
	Multicast Paging List
	Phone Lock
	Speed Dial
	Mobile Account
	Directory
	SMS
	Group Pickup
	Forward
	Wired network is unavailable
	Wired network is unreachable
	Speakerphone mode
	Handset Mode
	Headset mode
	Missed Calls
	Text Message
	Auto Answer
	Do Not Disturb (DND)
	Phone Warning
	Keep Mute
	Ringer Volume is 0
	Busy Forward
	Always Forward
	No Answer Forward


## Placing a Phone Call

- Three ways to make a call:
- **Handset:** Pick up the handset; enter number, and then tap .
  - **Speakerphone:** With the handset on-hook, press ; enter the number, and then tap .
  - **Headset:** With the headset connected, tap  to activate headset mode; enter the number, and then tap .



## Transferring a Phone Call

There are three ways to perform call transfer: Blind Transfer, Semi-Attended Transfer and Attended Transfer. For each variation you'll be using the  key.



### Blind Transfer

1. Press  key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Tap **B Transfer**.


### Semi-Attended Transfer

1. Press  key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then tap **Attended Transfer**.
3. Press  key when you hear the ring-back tone.

### Attended Transfer


1. Press  key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then tap **Attended Transfer**.
3. Press  key when the second party answers and introductions are made.

## Call Conference


1. Tap **Conference** during an active call. The call is placed on hold.
2. Enter the number of the second party, and then tap .
3. When the second party answers, all parties are now joined in the conference.
4. Tap **End Call** to disconnect all parties.

You can split the conference call into individual calls by tapping **Manage** → **Split**.

## Checking Voicemail

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes **red**. Tap  or the **Connect** soft key. Follow prompts to listen to your messages.

## Volume Adjustment

Press  during a call to adjust the receiver volume of the handset/speakerphone/headset, when the phone is idle or ringing to adjust the ringer volume, or to adjust the media volume on the corresponding screen.

## Speed Dial

1. When the phone is idle, go to **Setting** → **Dsskey**.
2. Select the desired DSS key.
3. Select **SpeedDial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field and then enter the number in the **Value** field.

4. Tap **Save** to accept the change.

To use the speed dial key, press the speed dial key to dial out the preset number.