![Cloud One UC - Communicate & Collaborate - Powered by Tel-One]

Layout and Features

LCD Screen

Hookswitch

Hookswitch Tab

Speaker

Keypad

Power Indicator LED

Line Keys

Soft Keys

Navigation Keys

Message Key

Headset Key

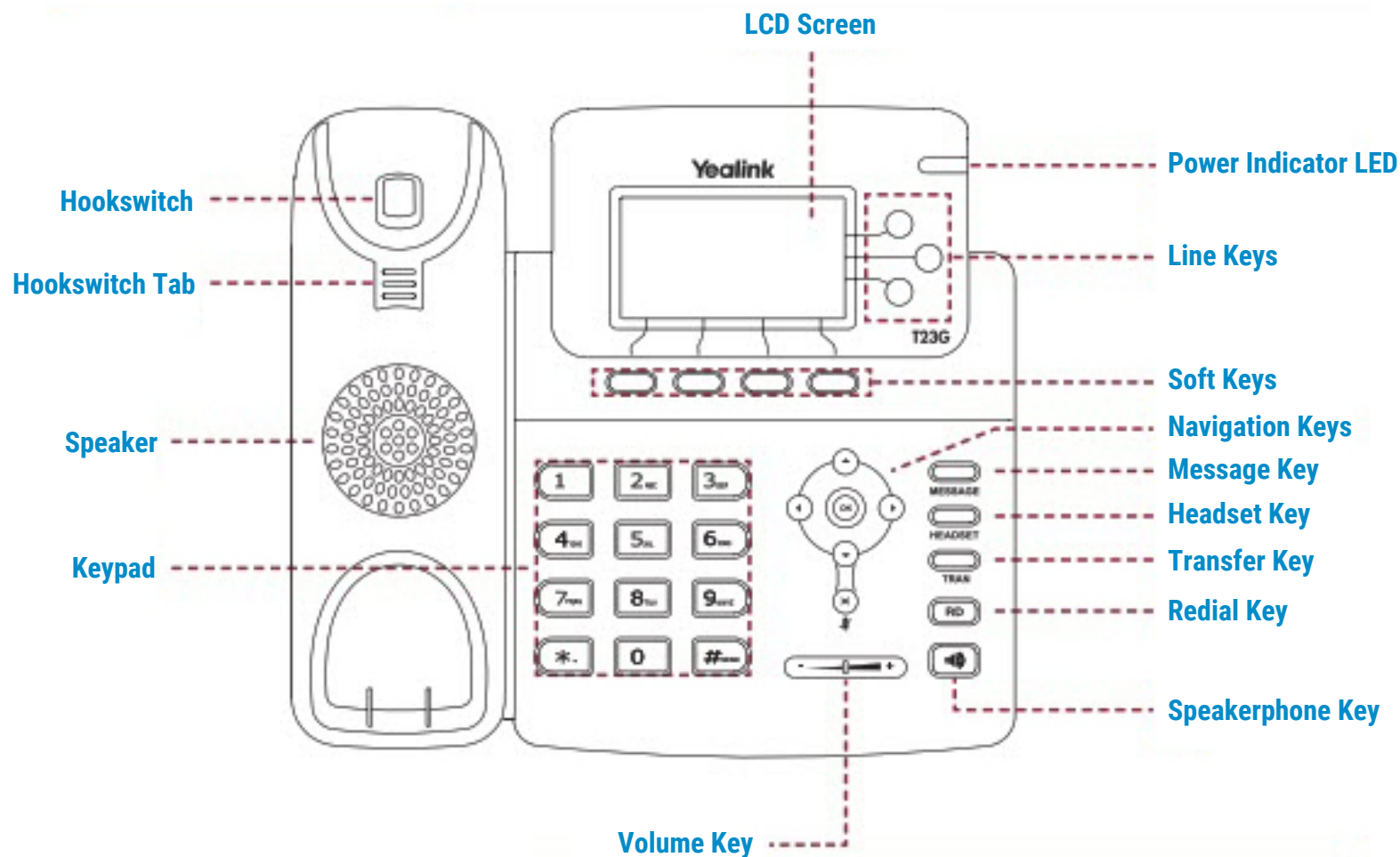**Transfer Key**

Redial Key

Speakerphone Key

Volume Key

PLACING A CALL

Using the Handset

- Pick up the Handset
- Enter the number, then press **Send** soft key

Using the Speakerphone

- With the Headset on-hook, press 🔊
- Enter the number, then touch the **Send** soft key

Using the Headset

- With the headset connected, press 🎧 to activate the headset mode
- Enter the number, then press the **Send** soft key

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the HEADSET key, the Speakerphone key or by picking up the handset. Headset mode requires a headset connected.

ANSWERING A CALL

Using the Handset
- Pick up the Handset

Using the Speakerphone
- Press the **Speakerphone** key.

Using the Headset
- Press the **Headset** key.

Note: You can reject an incoming call by pressing the **Reject** soft key.

ENDING A CALL

Using the Handset

- Hang up the Handset, or press the **EndCall** soft key

Using the Speakerphone

- Press the 🔊 ; or the **EndCall** soft key

OR Using the Headset

- Press the **EndCall** soft key

REDIAL

- Press **Redial** key to enter the **Placed Calls** list, press ▲ or ▼ to select the desired entry, and then press **Redial** key or the **Send** soft key.

CALL MUTE AND UNMUTE

- Press ⊗ to mute the microphone during a call.
- Press ⊗ again to un-mute the call.

TO PLACE A CALL ON HOLD

To place a call on hold

• Press the **Hold** soft key during an active call

To resume a call

• Press the **Resume** soft key

If there is more than one call on hold

• Press ⏶ or ⏷ to switch between calls, then press the **Resume** soft key

CALL TRANSFER

You can transfer a call in the following ways:

Blind Transfer

- Press the **Transfer** key or the **Trans** soft key during a call. The call is placed on hold.
- Enter the number you want to transfer to.
- Press the **Transfer** key or the B **Trans** soft key.

Semi-Attended Transfer

- Press the **Transfer** key or the **Trans** soft key during a call. The call is placed on hold.
- Enter the number you want to transfer to, and then press the **Send** soft key.
- Press the **Transfer** key or the **Trans** soft key when you hear the ring-back tone.

Attended Transfer

- Press the **Transfer** key or the **Trans** soft key during a call. The call is placed on hold.
- Enter the number you want to transfer to, and then press the **Send** soft key.
- Press the **Transfer** key or the **Trans** soft key when the second party answers.

CALL FORWARD

To enable call forward

- Press the **Menu** soft key when the phone is idle and then **Features** > **Call Forward**
- Select the desired forward type:
  Always Forward - Incoming calls are forwarded unconditionally.
  Busy Forward - Incoming calls are forwarded when the phone is busy.
  No Answer Forward - Incoming calls are forwarded if not answered after a period of time.
- Enter the number you want to forward to. For **No Answer Forward**, press ◄ or ► to select the desired ring time to wait before forwarding from the **After Ring Time** field.
- Press the **Save** soft key to accept the change.

CALL CONFERENCE

Call Conference

- Press the **Conf** soft key during an active call. The call is placed on hold.
- Enter the number of the second party, and then press the **Send** soft key.
- Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
- Press the **EndCall** soft key to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing the Split soft key.

SPEED DIAL

To configure a speed dial key:

- Press the **Menu** soft key when the phone is idle, and then select **Features->DSS Keys**.
- Select the desired line key, and then press the **Enter** soft key.
- 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.
- Press the Save soft key to accept the change.

To use the speed dial key:

- Press the speed dial key to dial out the preset number.

VOICE MESSAGE

- 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 and the **MESSAGE** key LED lights up.

To listen to voice messages:

- Press ⬛ or the Connect soft key.
- Follow the voice prompts to listen to your voice messages.

CUSTOMIZING YOUR PHONE

Call History

- Press the **History** soft key when the phone is idle
- Press ▲ or ▼ to scroll through the list.
- Select an entry from the list
- Press the **Send** soft key to call the entry
- Press the **Delete** soft key to delete the entry from the list
- If you press the **Option** soft key, you can also do the following:
- Select **Detail** to view detailed information about the entry.
- Select **Add to Contact** to add the entry to the local directory.
- Select **Add to Blacklist** to add the entry to the blacklist.
- Select **Delete All** to delete all entries from the list.

Contact Directory - Adding a contact

- To add a contact, press the **Dir** soft key when the phone is idle, then select **All Contacts**.
- Press the **Add** soft key to add a contact.
- Enter a unique contact name in the **Name** field, and enter the phone number in the proper field.
- Press the **Add** soft key to accept the change.

CUSTOMIZING YOUR PHONE

Contact Directory - Editing a contact

- Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.

- Press ⌃ or ⌄ keys to select the desired entry, press the **Option** soft key and then select **Detail**.

- Edit the contact information.

- Press the **Save** soft key to accept the change.

Contact Directory - Deleting a contact

- Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.

- Press ⌃ or ⌄ keys to select the desired entry, press the **Option** soft key and then select **Delete**.

- Press the **OK** soft key when the LCD screen prompts "Delete selected item?".

Note: You can add contacts from call history easily. For more information, refer to Call History above.

Volume Adjustment

- Press ⊏—▮—⊐ during a call to adjust the receiver volume of the handset/speakerphone/headset.

- Press ⊏—▮—⊐ when the phone is idle or ringing to adjust the ringer volume.

Ring Tones

- Press the **Menu** soft key when the phone is idle, and then select **Settings->Basic Settings->Sound->Ring Tones.**

- Press ⌃ or ⌄ to select **Common** or the desired account and then press the **Enter** soft key.

- Press ⌃ or ⌄ to select the desired ring tone.

- Press the **Save** key to accept the change.