Customizing Your Phone

### Call History

1. Press [Call Log] when the phone is idle, press [▲] or [▼] to scroll through the list.
2. Select an entry from the list then press [# SEND] or the **Send** soft key to place a call.

3. Press the **Option** soft key to view additional **Detail**, **Add to Contacts** or **Delete All** log entries.

4. Press the **Back** soft key to exit Call History.

Contact Directory

To add a contact:
1. Press the **Directory** soft key when the phone is idle, and then select **Local Directory**->**All Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field, and enter the phone numbers in the proper field.
4. Press the **Add** soft key to accept the change.

To edit a contact:
1. Press the **Directory** soft key when the phone is idle, and then select **Local Directory**->**All Contacts**.
2. Press [▲] or [▼] to select the desired contact, press the **Option** soft key and then select **Detail** from the prompt list.
3. Update the contact information.
4. Press the **Save** soft key to accept the change.

To delete a contact:
1. Press the **Directory** soft key when the phone is idle, and then select **Local Directory**->**All Contacts**.
2. Press [▲] or [▼] to select the desired contact, press the **Option** soft key and then select **Delete** from the prompt list.
3. Press the **OK** soft key when "Delete selected item?" prompts on the LCD screen.

Note: You may add contacts from call history, refer to Call history above.

Speed Dial

To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features**->**DSS Keys.**

2. Select the desired programmble key and then press the **Enter** soft key.

3. Select **Speed Dial** from the **Type** field, select the desired line from the **Account ID** field, and enter the number in the **Value** field.
4. Press the **Save** soft key to accept the change.

To use the speed dial key:
Press the speed dial key to call the preset number.

ZIP 36G Business Phone
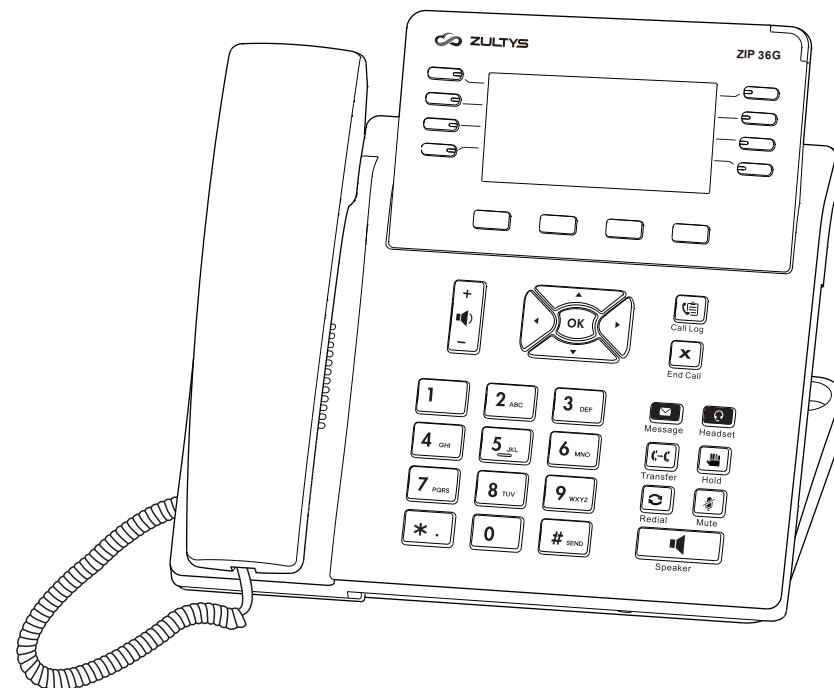
Quick Reference Guide

Basic Call Features

Placing a Call

Using the handset:

Pick up the handset, enter the number, and then press $\boxed{\text{\# send}}$ or the **Send** soft key.
-- alternatively --
Enter the number and then lift the handset to initiate call.

Using the speakerphone:

With the handset on-hook, enter the number, and then press $\boxed{\text{◀ Speaker}}$ or the **Send** soft key.

Using the headset:

1. With the headset connected, press $\boxed{\text{Ω Headset}}$ to activate the headset mode.

2. Enter the number, and then press $\boxed{\text{\# send}}$ or the **Send** soft key.

Answering a Call

Using the handset:
Pick up the handset.

Using the speakerphone:

Press $\boxed{\text{◀ Speaker}}$ or the **Answer** soft key.

Using the headset:

Press $\boxed{\text{Ω Headset}}$ or the **Answer** soft key.

> **Note:** You can reject an incoming call by pressing $\boxed{\text{✗ End Call}}$.

Ending a Call

Using the handset:
Hang up the handset or press $\boxed{\text{✗ End Call}}$ or **EndCall** soft key.

Using the speakerphone:

Press $\boxed{\text{◀ Speaker}}$ or $\boxed{\text{✗ End Call}}$ or **EndCall** soft key.

Using the headset:

Press $\boxed{\text{✗ End Call}}$ or **EndCall** soft key.

Redial

- Press $\boxed{\text{↻ Redial}}$ to enter the **Placed Calls** list, press $\bigtriangleup$ or $\bigtriangledown$ to select the desired call, and then press $\boxed{\text{↻ Redial}}$ or $\boxed{\text{\# send}}$ or **Send** soft key.

- Press $\boxed{\text{↻ Redial}}$ twice when the phone is idle to call the last dialed number.

Call Mute and Un-mute

- Press $\boxed{\text{🎤 Mute}}$ to mute the microphone during a call. The message light will flash while mute is active.

- Press $\boxed{\text{🎤 Mute}}$ again to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press $\boxed{\text{✋ Hold}}$ or the **Hold** soft key during an active call.

To resume the call, do one of the following:

- If there is only a call on hold, press $\boxed{\text{✋ Hold}}$, the **Resume** soft key or the flashing Line key.

- If there is more than one call on hold, press $\bigtriangleup$ or $\bigtriangledown$ to select the desired call, and then press $\boxed{\text{✋ Hold}}$, the **Resume** soft key or the flashing Line key.

Call Transfer

Blind Transfer

1. Press $\boxed{\text{⟲ Transfer}}$ or the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press $\boxed{\text{⟲ Transfer}}$ or the **Tran** soft key.

Attended Transfer

1. Press $\boxed{\text{⟲ Transfer}}$ or the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press $\boxed{\text{\# send}}$.
3. Press $\boxed{\text{⟲ Transfer}}$ or the **Tran** soft key when ready to complete the transfer or $\boxed{\text{✗ End Call}}$ to cancel transfer.

Call Forward

To enable call forward:

1. Press the **Menu** soft key when the phone is idle, and then select **Features**->**Call Forward**.

2. Select the desired forward type:

   Always Forward ---- Incoming calls are all forwarded unconditionally.
   Busy Forward ---- Incoming calls are forwarded when the phone is busy.
   No Answer Forward ---- Incoming calls are forwarded when not answered after a preset period.

3. Enter the number you want to forward to. For **No Answer Forward**, press $\triangleright$ or $\triangleleft$ to select the desired ring time to wait before forwarding from **After Ring time** field.

4. Press the **Save** soft key to accept the change. Forward icon will appear on screen.

Conference Call

1. Press **Conference** soft key during an active call. The call is placed on hold.

2. Enter the number of the second party, and then press $\boxed{\text{\# send}}$ or the **Send** soft key.

3. Press **Conference** soft key again when the second party answers. All parties are now joined in the conference. The calls may be separated by pressing the **Split** soft key.

> **Note:** To conference two existing calls, place one call on hold then press **Conference** soft key while the other call is active.

Park and Pickup

- Press the **Park** soft key to park the current call, note the Park ID displayed on screen.
- To pickup a parked call press the **Pickup** soft key, enter the Park ID and then press $\boxed{\text{\# send}}$ or the **Send** soft key.

Voice Message

When you have new voice messages waiting the Message key lights up and the red status LED flashes.

To listen to voice mail messages:

1. Press $\boxed{\text{✉ Message}}$.
2. Follow the voice prompts to access and listen to your voice messages.

Volume Adjustment

- Press $\boxed{\text{+ ◀ -}}$ during a call to adjust the receiver volume of the handset/speakerphone/headset.

- Press $\boxed{\text{+ ◀ -}}$ when the phone is idle to adjust the ringer volume.