





## Customizing Your Phone

### Call History



1. Press  when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list then press  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:

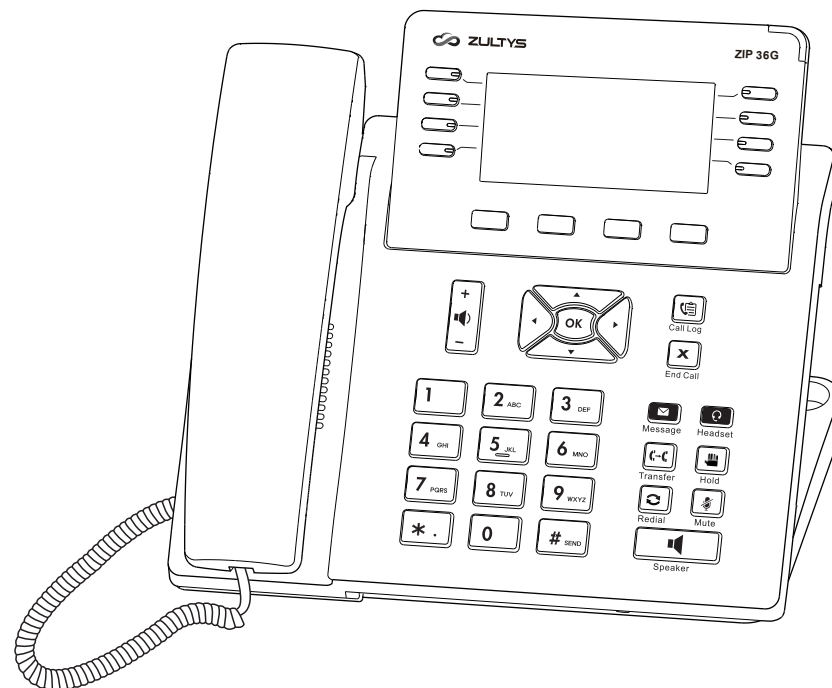
1. Press the **Menu** soft key when the phone is idle, and then select **Features->DSS Keys**.
2. Select the desired programmable key and then press the **Enter** soft key.
3. Select **Speed Dial** from the **Type** field, select the desired line from the **Account ID** field, and enter the number in 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  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  or the **Send** soft key.

#### Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press  or the **Send** soft key.

### Answering a Call

#### Using the handset:


Pick up the handset.

#### Using the speakerphone:

Press  or the **Answer** soft key.

#### Using the headset:

Press  or the **Answer** soft key.

**Note:** You can reject an incoming call by pressing .

### Ending a Call

#### Using the handset:

Hang up the handset or press  or **EndCall** soft key.







#### Using the speakerphone:

Press  or  or **EndCall** soft key.



#### Using the headset:

Press  or **EndCall** soft key.

### Redial


- Press  to enter the **Placed Calls** list, press  or  to select the desired call, and then press  or  or **Send** soft key.
- Press  twice when the phone is idle to call the last dialed number.

### Call Mute and Un-mute





- Press  to mute the microphone during a call. The message light will flash while mute is active.
- Press  again to un-mute the call.

### Call Hold and Resume

#### To place a call on hold:



Press  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 , the **Resume** soft key or the flashing Line key.
- If there is more than one call on hold, press  or  to select the desired call, and then press , the **Resume** soft key or the flashing Line key.

### Call Transfer

#### Blind Transfer



1. Press  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  or the **Tran** soft key.

#### Attended Transfer


1. Press  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 .
3. Press  or the **Tran** soft key when ready to complete the transfer or  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  or  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  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  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 .
2. Follow the voice prompts to access and listen to your voice messages.

### Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  when the phone is idle to adjust the ringer volume.