Using Do Not Disturb

To enable or disable ringing, press DND from the Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

Adjusting Volume

To change the call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.

Updating Ringtones

To change the incoming call ringtone, select Settings from the Home view, and press Basic > Ring Type. Select the ringtone you want.

To set a ringtone for a contact, navigate to your Contact Directory and select the contact. Press the pencil icon , update the contact’s Ring Type, and press Save.

Muting the Microphone

During a call, press so other parties can’t hear you. To disable Mute, press again.

Listening to Voicemail

Press the envelope icon or select Messages from the Home view, and select Message Center. Press Select and follow the prompts. If prompted to select a line, press Line 1 (Number or Extension) to access personal voicemail; or select Line 2 (Line 1) to access general voicemail and follow the prompts.

Timesaver: Viewing Recent Calls

Press the icon located in the Lines, Calls, or Active Call view.

For IP Centrex support visit

www.coxbusiness.com/starthere
or call 1.866.272.5777
Calls View

If your phone has one or more calls, you can access the Calls view.

Call color indicates status:
- **Dark Green**—Active Call
- **Dark Blue**—Incoming and calls on hold
- **Bright Green**—Active call is highlighted
- **Bright Blue**—Incoming or call holding is highlighted

Tap a call to highlight it. The soft keys control the highlighted call.

Active Call View

If your phone only has one call, and it’s active, you can access the Active Call view.

About Calls

Only one call can be active at one time.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing 📞 or 🎤.

Tip: Returning to Your Calls

If you navigate away from your call(s), press ⌘ Calls to see Active Call or Calls View again.

Placing Calls

Pick up the handset, or press 📞 or 🎤. Enter the phone number, and press 📞.

Answering Calls

To answer with the speakerphone, press 📞 or Answer. To answer with the handset, pick up the handset. To answer with the headset, press 🎤. To answer a new call while on an active call, press Answer. The current call will be placed on hold.

Ending Calls

To end an active call, replace the handset, press 📞 or 🎤 or End Call.

To end a call on hold, navigate to Calls view and highlight the call. Press Resume, and press End Call.

Holding Calls

From Lines, Calls, or Active Call view, press Hold. If you're in the Calls view, remember to highlight the call first.

Press Resume to take a call off hold.

Transferring Calls

From Lines, Calls, or Active call view, press Transfer, and call the other party. When you hear the ringback sound, or after you announce the caller to the intended recipient, press Transfer.

Forwarding Calls

To enable call forwarding, press Forward from the Home or Lines view. Press the forwarding type to enable, type a forwarding number, and press Enable.

To disable call forwarding, press Forward from Home or Lines view, tap the forwarding type to disable, and press Disable.

To enable per-call forwarding: As your phone rings, press Forward, enter the forwarding number, and press Forward.

Placing Conference Calls

Call the first party, and after the call connects, press Confnc. Then, dial and connect with the second party, press More and press Confnc again.

You can:

- Press Hold to hold all participants.
- Press End Call to remove yourself from the call, but keep the other participants connected.
- Press Manage (if available) to manage each participant.
- Press Split to end the conference and hold all participants.

Timesaver: Viewing Recent Calls

If you have an active call and a call on hold, press Join to set up a conference.