



This **Telephone Guide** describes the various features available to you. **Telephone Buttons** describes the buttons and keys physically on the phone while **Telephone Features** describe the capabilities available utilizing the phone functionality of **Nextera's Polycom IP4000**. The **Other Features** and **Access Code** section describes even more features that are available by either entering a star [*] code or by accessing MyNextera – your on-line account manager.



TELEPHONE BUTTONS

Navigation Keys:	These are the grey keys in the upper right of the telephone. Use these to move around when entering information in the display. The arrows will move in the indicated directions. The 'Sel' button will allow you to choose and continue. Pressing the down arrow while entering information moves to the end of the line. Pressing the up arrow moves to the beginning of the line.
Mute:	This is the button with a microphone with a line through it. Press it and it will glow red. While red, the microphone on your speakerphone is turned off. Press again and it will turn the microphone back on and the light off.
Speakerphone:	This is the button with the speaker on it. Press it and it will glow green and activate the speakerphone. If you are on a call and wish to use the speakerphone instead of the handset or the headset, press the button then hang-up the handset. Press it again and the speakerphone will hang-up. Lifting the handset or pressing the headset button while on the speakerphone will turn the speakerphone off and place the call on the handset or the headset.
Volume:	These are the plus and minus keys at the bottom center of the telephone. Pressing them while the phone is idle will adjust the ringer volume. Pressing them while on a call will adjust the call volume for either the handset, headset or the speakerphone.
Dial Keys:	These are the normal telephone dialing keys. During some operations they are also used for alphanumeric input similar to sending instant messages on your cell phone. Each successive press of a key will send a different character as shown on the display. Usually these will only be used in this manner when entering speed dial contacts.
Soft Keys:	These are the four buttons directly above the dialing keys and directly below the display. These keys will have different uses at various times. The display above them will place a label to let you know their function at any given time.
Directories:	Your telephone keeps four different lists of numbers. This button is used to access these lists. Below is a brief description of these lists. For a detailed description on their operation, refer to the next section of this document. Contact Directory: This allows you to enter a list of frequently dialed numbers similar to an address book. Entries within this directory may also be assigned to unused Line Keys for quicker access. Missed Calls: This is a list of the incoming calls you have not answered. Your display will tell you if you have any missed calls. This feature allows you to clear the list, provide detailed information about the calls or move the calls into your Contact directory. You will also see a button to dial the number. Received Calls: This is a list of calls you have actually answered. Similar features and caveats as Missed Calls apply. Placed Calls: This is a list of calls you have originated. Similar features and caveats as Missed Calls apply.
Menu:	This button brings you to the Features, Status, Settings and Services options

TELEPHONE FEATURES

The following features are available on your telephone set:

PLACING A CALL

Using the Speakerphone:

Press the **'New Call'** soft key and enter the number you wish to call **OR** enter the number you wish to call and then press the **'Dial'** soft key.

ANSWERING A CALL

Press either the **'Answer'** soft key or the Speakerphone button and the call will be connected to the speakerphone.

ENDING A CALL

If using the handset, place it on the telephone. If using the speakerphone, press the **'End Call'** soft key or press the Speakerphone button.

MICROPHONE MUTE

This is the button with a microphone with a line through it. Press it and it will glow red. Mute applies to both handset and hands-free. You can hear all other parties while Mute is enabled. To turn off Mute, press the button again.

CALL HOLD AND RESUME

To place an **existing call on hold**, just press the **'Hold'** soft key. To return to a call on hold, press the **'Resume'** soft key.

CALL TRANSFER

There are 2 types of transfers – blind and announced. An announced transfer allows you to tell the person you are sending the call to who is calling. It then gives them an opportunity to say they do not wish to take the call or to send it elsewhere. A Blind transfer sends the call immediately to the destination. This is useful if the person is known to not be in their office and you wish the caller to go to voicemail.

To **begin a blind transfer**, press the **'More'** soft key. Press the **'Trnsfr'** soft key (the active call is placed on hold). You will receive a dial tone. Press the **'Blind'** soft key if you do not wish to announce the call. Now dial the number you wish to send the call to or use the arrow keys to access the number from a call list and press the **'Send'** soft key. All parties will now be in conference.

To **begin an announced transfer**, press the **'More'** soft key. Press the **'Trnsfr'** soft key (the active call is placed on hold). You will receive a dial tone. Press **'Dial'** soft key, dial the number, press the **'Send'** soft key and then press **'Trnsfr'**. All parties will

now be in conference.

3-WAY CONFERENCE CALLING

To **create a three-way conference call**, call the first party. Then press either the **'More'** soft key then the **'Confrc'** soft key. This places the first party on hold and you will then hear a dial tone. Now dial the second party. When the party answers, press the **'More'** soft key and then press the **'Confrc'** soft key. You will be reconnected to the original caller. If the person you wish to conference is available, press either **'Conference'** button again to join all parties in the conference. Once a conference has been established, pressing the **'Split'** soft key will split the conference into two calls on hold. You may then **'Resume'** or **'End Call'** with desired party.

Placing the call on hold on the conference originator's phone will place the entire conference on hold.

Ending the call on the conference originator's phone will disconnect the other parties.

CALL FORWARDING

To **establish call forwarding** where all calls will be sent to another telephone, you will need to create a contact so the telephone knows where to send the call. To create the contact, press the **'Forward'** soft key. Enter the number you wish to send your calls to. Press the **'Enable'** soft key and your telephone will now be forwarded. On your display you will see an animated icon replace the telephone icon to indicate your telephone is now forwarded.

To **cancel call forwarding**, press the **'Forward'** soft key followed by the **'Disable'** soft key. Your phone has now been returned to normal and your icon is now back to the telephone. In the future, to forward your phone just press the **'Forward'** and the **'Enable'** soft keys to send to the same number. If you wish to send to another number, edit the contact entry.

DO NOT DISTURB

Press the **'More'** button, then **'Features'**, then **'Do No Disturb'** then **'Select'** to prevent the phone from ringing on incoming calls. Calls will go immediately to voicemail, if available. If no voicemail, the caller will hear a busy signal.

Press the **Select** button again to turn off Do Not Disturb.

REJECT

When a call comes in that you do not wish to answer and do not want it to keep ringing your phone, press the **'Reject'** soft key. This will send the call immediately to voicemail.

CALL LISTS

Press Directories button followed by Call Lists (or just Call Lists button) and Missed, Received or Placed Calls, as desired. Information on respective calls will be displayed.

From this screen:

1. Choose **Edit** to change the dial string before dialing.
2. Choose **Dial** to return the call.

For Additional choices, press **'More'**, then:

3. **Info** to view detailed call information.
4. **Save** to store the contact to the Contact Directory.
5. **Clear** to delete the call from the list.

To quickly view respective call lists from the idle display:

*Press right arrow for Placed Calls.
Press left arrow for Received Calls.
Press down arrow for Missed Calls.*

Press **More** and **Exit** soft keys to return to the idle display.

CONTACT DIRECTORY

To add or edit a contact in your local phone directory:

1. Press Directories button and select Contact Directory.
2. Press **'More'** then **'Add'** to enter another contact into the phone's database or highlight an existing entry for editing, and then press **'More'** and **'Edit'**.
3. Enter First Name by pressing the keypad with the corresponding letter. As an example, to enter the name 'John', press the [5] key once. You will see the letter 'J' displayed on the screen. Now press the [6] key three times. The screen will display 'M', then 'N', and finally 'O' (these are the letters printed on the dial keys). Now press the [4] key twice and finally the [6] key twice.
4. Press the down arrow to get to the Last Name field and enter similar to First Name.
5. Enter the contact number (not already in the directory).
6. The Speed Dial Index will automatically be assigned the next available index value, but it can be modified. The contact can be assigned to any unused line key with the Speed Dial Index. The Speed Dial index is a relative number. It is a sort field for contact which you wish to assign to buttons. Assume you only have 1 line key preprogrammed with an extension number and you now have five blank buttons. You may use the numbers 1, 2, 3, 4, and 5 as your index numbers. However, if your first entry into your contact list is 5 it will show up at the top of the list, as it is the only entry. Note: If you enter another contact and give it an Index number of 1, the contact on 5 will be below the new contact on your speed dial buttons.

Press the 1/A/a soft key to select between numeric and upper/lower case alphanumeric modes. At the top of the display it should indicate 'Add to Directory (1/Ascii)'. This is indicating that pressing a number key will enter a number. If you see (A/Ascii) will result in capital letters and a/Ascii) results in lowercase letters.

Note: The Ascii indication is identifying the encoding the phone will use to send the displayed information. Do not press the 'Encoding' soft key as it will toggle through several language selections.

If you make a mistake, use the blue keys for editing. The Del button erases the character to the left of the flashing cursor. The left and right arrow keys move the cursor left and right.

VOICE MAIL

When a caller has left a voice message for you, your telephone will flash the red light at top center of your phone, it will turn your telephone icon for your extension to a letter, and give a stutter dial tone.

To listen to voice messages:

While at **your telephone**:

1. Press the Messages button.
2. Dial your PIN number, followed by [#].
3. Press [1] from the main menu.

From **any telephone**:

1. Dial your telephone number or extension (if internal).
2. When you hear your voicemail greeting, press [*].
3. Enter your PIN, followed by [#].
4. Press [1] from the menu to listen to your messages.

Many options such as Personalized Name announcements, hands free and timesavers, greetings, and group lists are available with VoiceMail. Please refer to Nextera's VoiceMail User Guide.