*Use the four soft keys under the LCD display to access many additional features (as detailed in the IP Phone 2002 User Guide).

**IP Phone 2002 shortcuts**

Access your network-based **address book** to add, modify, or call entries.

Access your **inbox** to view all or missed calls and to place a call.

Access your **outbox** to view all or missed calls and to place a call.

Access your **presence, global search, stock query, send IM, Do not Disturb**, and **retrieve parked call** features.

**Srch**

Access and search the global address book.
### Making a call
Press the **Handsfree** button, or the **Line** button. Or press **View>Friends**, select an entry, and press **Call**. Or press **Srch** to find an entry in the global address book and press **Call**. Or pick up the handset and:
- Dial the username or number and press the **Send** softkey, or
- Press **Rdial**, or
- Dial from the Address Book or Inbox/Outbox as follows:
  - Press the **Address Book** or **Inbox** or **Outbox** quick key.
  - Use the navigation buttons to scroll to desired entry.
  - Press the **Call** softkey to dial.

### Answering a call
- Press the **Handsfree** key, the **Line** key, or pick up the handset.
- Or press one of the following softkey options:
  - **Aswer** — Answers the call.
  - **Redct** — Redirects the call to another party or location.
  - **Dcline** — Rejects the call. You can provide a reason.
  - **Ignre** — Stops call ringing. The call is handled by the Personal Agent screening instructions.

### Conference
1. Press the **Call** softkey to place the existing call on hold.
2. Call each party for the conference and repeat Step 1.
3. Press the **Join** softkey.

### Redial
1. Press the **Inbox** or **Outbox** quick button (use navigation buttons for details).
2. Select the appropriate **Line** button (if more than one are available).
3. Use the navigation buttons to select the Call Log entry.
4. Press the **Call** softkey to call.

### Transfer
1. Call the first party.
2. Press the **Trnsfr** softkey.
3. Enter the destination address or use the quick buttons to select an entry from the address book, inbox, or outbox.
4. Press the **Trnsfr** softkey. You are prompted to consult with the called party.
5. Select **Yes** or **No** and follow the prompts to complete the transfer.

### View menu
- **Friends** — View your friend’s presence or call a friend.
- **Presence** — Choose your presence status.
- **Call Subject** — Add or edit subjects.
- **Reject Reason** — Add or edit reasons.
- **Line Information** — View username, feature activation and domain information.
- **Inbox** — View, add, remove or call entries.
- **Address book** — View or call entries.
- **Outbox** — View, add, remove, or call entries.

### Services menu
- **Stock Query** — Set up stock quotes.
- **Send IM** — Send an instant message. Instant messaging can be enabled or disabled. IM is disabled by default.
- **Call Forward** — Forward all calls.
- **Do Not Disturb** — Block all calls.
- **User Login** — Manually log on.
- **User Logout** — Log out.
- **Retrieve Parked Call** — Access a parked call.
- **Global Search** — Search the global address book.
- **Program key** — Use the line buttons for features.

### Configuration menu
- **Volume Setting** — Adjust Ring Pattern, Handset, Headset, Handsfree, and Alerting volume.
- **Contrast Setting** — Adjust display contrast.
- **Preferences** — Alpha Dialing, IM Display, Search Method, Ignore Action and Dialpad preferences.
- **Location** — Set location for emergency services.
- **Language Preference** — Change language.
- **Time Preferences** — Date and time display preferences.
- **Display Version** — System information.
- **Reset Phone** — Reconnect to server.
- **Switch Controller** — Change servers.