

## 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, you can do the following:
  - Press  to place a call.
  - Press  to add the entry to the local directory.
  - Press  to delete the entry from the list.
3. Press  to exit Call History.

### Contact Directory

#### To add a contact:

1. Press  when the phone is idle, and then select **Local Directory->Contact List**.
2. Press  or  to select **Enter** and then press .
3. Press  or  to select **New Item** and then press .
4. Enter a contact name in the **Name** field,  to select desired number field then type number.
5. Press  to accept the change.

#### To edit a contact:

1. Press  when the phone is idle, and then select **Local Directory->Contact List**.
2. Press  or  to select the desired contact, press  or  to select **Edit** and then press .
3. Update the contact information, and then press  to accept the change.

#### To delete a contact:

1. Press  when the phone is idle, and then select **Local Directory->Contact List**.
2. Press  or  to select the desired contact, press  or  to select **Del** and then press .
3. Press  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  when the phone is idle, and then select **Features->DSS Keys**.
2. Select the desired programmable key and then press .
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  to accept the change.

#### To use the speed dial key:

Press the speed dial key to call the preset number.



## ZIP 33i 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

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 .

#### Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press .

### Answering a Call

#### Using the handset:

Pick up the handset.

#### Using the speakerphone:

Press .

#### Using the headset:

Press .

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

### Ending a Call

#### Using the handset:

Hang up the handset or press .

#### Using the speakerphone:

Press  or .

#### Using the headset:

Press .

### Redial

- Press  to enter the **Dialed Calls** list, press  or  to select the desired call, and then press  or .
- 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.
- Press  again to un-mute the call.

### Call Hold and Resume

#### To place a call on hold:

Press  during an active call.

#### To resume the call, do one of the following:

- If there is only a call on hold, press  or the flashing Line key.
- If there is more than one call on hold, press  or  to select the desired call, and then press  or the flashing Line key.

### Call Transfer

#### Blind Transfer

1. Press  during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press .

#### Attended Transfer

1. Press  during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  when ready to complete the transfer or  to cancel transfer.

### Call Forward

#### To enable call forward:

1. Press  when the phone is idle, and then select **Features->Forward**.
2. Select the desired forward type:
  - Always** ---- Incoming calls are all forwarded unconditionally.
  - Busy** ---- Incoming calls are forwarded when the phone is busy.
  - No Answer** ---- Incoming calls are forwarded when not answered after a preset period.
3. Enter the number you want to forward to. For **No Answer**, enter the ring time to wait before forwarding.
4. Press  to accept the change. Forward icon will appear on screen.

### Conference Call

1. Press  during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press .
3. Press  again when the second party answers. All parties are now joined in the conference.

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

### Park and Pickup

- Press  to park the current call, note the Park ID displayed on screen.
- To pickup a parked call press , enter the Park ID and then press .

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