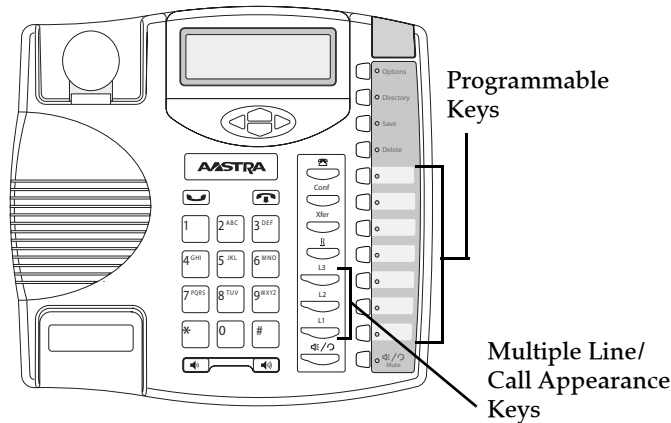# Line Keys and Programmable Keys

This section describes the Multiple Line/Call Appearance Keys (L1, L2, and L3) and the customizable programmable keys located at the top left on the phone.

Multiple Line and Call Appearance Keys

The 9143i has 3 hard line/call appearance keys each with a corresponding status light.

These line/call appearance buttons and lights can represent physical lines, calls for your extension or calls from a group that your extension is part of. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call. When the phone is taken off-hook, the phone automatically selects a line for you.

Line/Call Appearance Light Behavior	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light is solid	Connected
Light flashes slowly	Hold

When you have more than one call, you can use the left and right navigation buttons (◀ and ▶) to scroll left and right to the different call information. Icons ◀ and ▶ appear if there is call information either left, right or both sides of the current information you are viewing.

The display shows which line the call information is referring to (L1, L2, L3, etc.), the Caller ID information (name and number, if available), the call status (**Connected**, **Ring, Hold**, etc.) and the timer specific to that call.

Making Calls

This section describes ways to make calls on your 9143i phone, using your handset, speakerphone or headset.

Dialing a Number

First, take the phone off-hook by:

*   lifting the handset
*   pressing [⊄/⌒] or
*   pressing a line/call appearance button.

At the dial tone, enter the number you wish to call.

> → **Note:** After dialing the number, the phone has a short delay before sending the call. To send the call immediately, you can press the "#" key immediately after dialing the number. The phone sends the call without delay.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

```
 _____
|  ___                |
| (_ )_               |
|            ▶=Dial   |
|_____|
```

When your party picks up, a timer appears on your display that records the length of your call.

If the Live DialPad option is on, as soon as you press the first digit on the dial pad the phone automatically selects the next available line, go off-hook and dial as digits are pressed.

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the Speaker or Speaker/Headset audio mode. For more information about setting the audio mode on your phone, see "Set Audio" on page 27.

📞 **IP Phone UI**

- To dial using handsfree, first press ⬚ and enter a number at the dial tone.
- To answer a call on your phone using handsfree, press ⬚ or the line/call appearance button.
- If you are in Speaker audio mode, lift the handset and press ⬚ to switch between handsfree and handset.
- If you are in Speaker/headset audio mode, press ⬚ to switch between handsfree and headset.
- When the handset is on hook, press 📞 to disconnect the call.

When handsfree is on, the speaker light turns on.

Using a Headset

The 9143i accepts headsets through the modular RJ9 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset.

➡️ **Note:** Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Advanced Volume Controls for the Headset Mic

On the 9143i, there are 3 options for the headset microphone volume. For more information about the headset microphone, see "Headset Mic Volume" on page 27.

📞 **IP Phone UI**

To change the volume:

1. Press ⬚ Options to enter the Options list.
2. Select **Preferences** and press ▶.
3. Use ▼ to scroll down to **Set Audio** and press ▶ to select.
4. Press ▼ to scroll down to **Headset/Mic Volume** and press ▶ to select.
5. Use ▼ to scroll down the list and press ▶ to select your desired volume.

---

6. Press ▶ to save changes and ◀ to exit.

7. If you do not wish to save changes, press ◀ to return to the previous screen.

➡️ **Note:** By default, the volume for the headset microphone is set to medium.

Making and Receiving Calls Using a Headset

📞 **IP Phone UI**

1. Ensure that you have selected a headset audio mode by accessing the Options list (under option **Preferences->Set Audio->Audio Mode** on the IP Phone).

2. Plug the headset into the jack.

3. Press the 🔊/👂 key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the options menu, a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.

4. Press the 📞 key to end the call.

Redial

📞 **IP Phone UI**

- Press ⎵ᴿ to dial the most recent number you dialed from the phone.

- If you are off-hook and press ⎵ᴿ the last number you called is called back.

- If you are on-hook and press ⎵ᴿ , a **Redial Directory** list appears on-screen.

The redial list is available during active calls. It stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

➡️ **Note:** Your System Administrator can set your Redial key to speeddial a specific number. Contact your System Administrator for more information.

Accessing the Redial List

📞 **IP Phone UI**

1. If you are off-hook and press ⎵ᴿ , the telephone automatically dials the last number you called.

2. If you are not on the phone, press ⎵ᴿ to display the most recently dialed number and use ▼ and ▲ to scroll through the list to view the other numbers.

3. Press ▼ to see the second most recently dialed number, or ▲ to see the oldest call on your list.

4. To dial the displayed number press ⌧ , or lift the Handset or press any line keys.

5. Press 📞 or the ⌧ key to cancel.

➡️ **Note:** The redial list is available during active calls. It also stores up to the last 100 numbers you called, allowing you to scroll through and select the number you wish to redial.

Deleting from the Redial List

➡️ **Note:** You cannot delete individual entries in the Redial List.

🖳 **IP Phone UI**

Delete All Items

1. Press ⌧ .

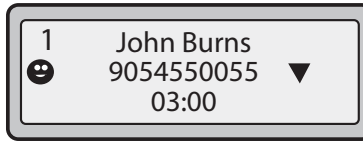**2.** Press the **Delete** Key, then press the **Delete** Key again at the prompt to erase all items.

```
DELETE again to
erase all items
```

```
Redial List is
empty
```

Mute

You can use the Mute ⬜ 🔇 key to mute the handset, headset, or speakerphone. When you use the mute key on your phone, you cannot be heard on an active call or on a conference.

When a call is muted, the icon displays as follows.

```
┌─────────────────────────────┐
│  1      John Burns          │
│  ☻     9054550055      ▼    │
│          03:00              │
└─────────────────────────────┘
```

For muted calls, the handsfree LED flashes and the Mute key LED is ON.

📞 **IP Phone UI**

Press the ⬜ 🔇 button at any time to mute handset, headset, or handsfree.
The speaker light flashes slowly and you can hear the caller, but they cannot hear you. To switch mute on or off, press ⬜ 🔇.

➡️ **Note:** If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

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Receiving Calls

When a call is ringing at your extension, you see the "*Inbound Call*" Screen. The line/call appearance light flashes quickly for the incoming call.

```
 ⁱ Laflamme & Assoc
☎⁾⁾ 555-1234
```

Answering an Incoming Call

🖉 **IP Phone UI**

To answer the call

- For handsfree operation, press ⌇ or the line/call appearance button for the incoming call.

- Press ⌇ for handsfree or headset operation.

> ➡ | **Note:** The audio mode setting you have selected in the options list under *Set Audio->Audio Mode* determines if the call goes to handsfree or headset operation. For more information, see "Set Audio" on page 27.

- Lift the handset for handset operation.

If the phone is already connected to a call, pressing the line/call appearance button for the new incoming call automatically places the connected call on hold and answers the new call. To reconnect to a party, press the line/call appearance button for that call.

If you cannot answer the call, the caller goes to voicemail has been configured for your extension.

> ➡ | **Note:** The ☎ button can be used to cancel the call pickup procedure.

Sending an Incoming Call to Voicemail

You can send an incoming call directly to voicemail without answering the call. To do this, press ☎ without picking up the handset. If you're already on the phone your incoming call should go directly to voicemail. Your phone screen displays a voicemail icon (✉) along with the number of waiting messages, if you have unheard messages
(example: ✉ ×4).

Handling Calls

When you are connected to a call, you can use the hard keys or programmable keys on the phone to place a call on hold, transfer a call, or conference.

Placing a Call on Hold

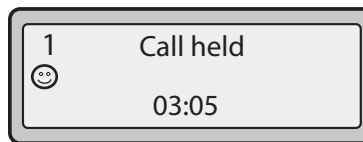You can place an active call on hold by pressing the Hold 😠 key. When you place a call on hold, only your phone can retrieve the call.

When a call is on hold, the icon displays on-hook as follows.

```
┌─────────────────────────┐
│ 1        Call held      │
│ ☺                       │
│           03:05         │
└─────────────────────────┘
```

For on-hold calls, the timer displays as running and the Line and main LEDs flash.

📞 **IP Phone UI**
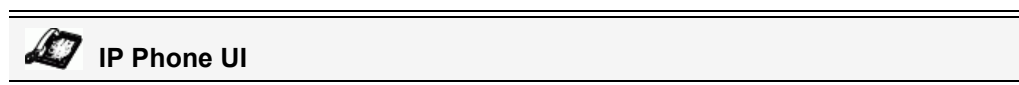
To place a call on hold

1. Connect to the call (if not already connected).
2. Press the Hold 😠 key.

```
┌─────────────────────────┐
│        Call held        │
│ ☎                       │
│      Jun 8 2:55pm       │
└─────────────────────────┘
```
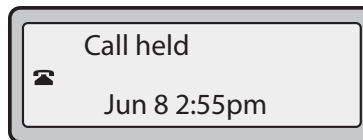
The line/call appearance light begins to flash slowly and after a short time the phone beeps softly to remind you that you still have a call on hold. The screen displays "**Call Held**" with the line number the call is held at the phone.

→ **Note:** If you are connected to another call, the phone does not beep to remind you that you still have a call on hold.

When on Hold

To let your caller know that they are still on hold, music plays softly (if this has been set up for your system). The call/line appearance light for the line you are on remains solid to indicate that you are still connected.

```
┌─────────────────────────────┐
│          John 1051          │
│ ℓ▲                          │
│          01:17              │
└─────────────────────────────┘
```

Automatic Hold

When juggling between calls, you do not have to press the hold button to go from one call to the next. The phone automatically puts your current call on hold as soon as you press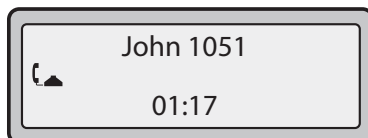 a new line/call appearance button. If you have more than one call on hold, you can reconnect to a held call by pressing the line/call appearance button where that call is being held. Press 📞 to disconnect the call.

Retrieving a Held Call

If you have more than 1 call on hold, you can scroll through the held call information by pressing ◀ and ▶ navigation keys. To reconnect to a call press the line/call appearance button where that call is being held. If you press the call/line appearance button again, you disconnect from the call.

Transferring Calls

Blind Transfer

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line you transferred to. If the party you are transferring the call to does not answer, the transferred call rings back to your extension.

Consultive Transfer

You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

📞 IP Phone UI

Use the following procedure to transfer a call to another extension. Use the following illustration as a reference.
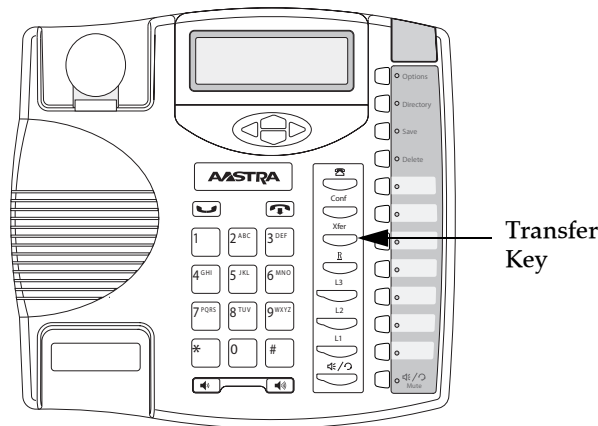
1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
2. Press the **Transfer** Key. You should hear a dial tone as a second line opens up.
3. Dial the extension number (or the outside number) to Party 2. This is the Party for which you want to transfer Party 1.
4. To complete a "blind" transfer, press the **Transfer** Key again before the receiving end answers. To complete a consultive transfer, remain on the line to speak with the Party 2, before pressing the **Transfer** Key again to transfer Party 1 to Party 2. To cancel the transfer, select **Cancel** on the display screen.

Handling Calls

Conferencing Calls

The 9143i IP phone offers two methods of conferencing:

- Local conferencing (default method).

- Centralized conferencing (for Sylantro and Broadsoft Servers) (Administrator must enable this method).

The **Conference** key is located on the front panel on your phone.
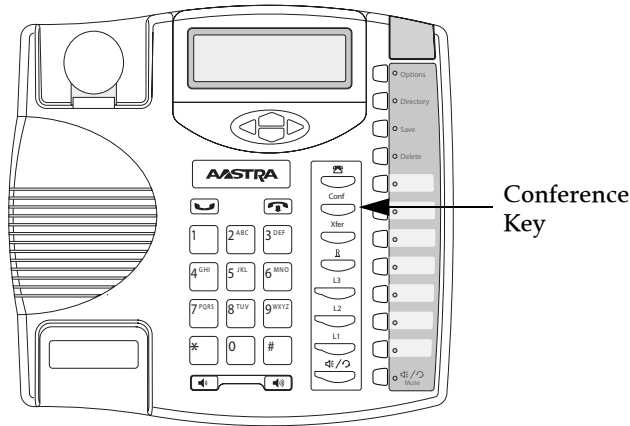
Conference Key

Conference State Screens

When you use the Conference key to initiate a conference call, the following screen displays.

In a conference call, the call timer moves to the left. You use the up and down arrow keys to scroll to a party on the list. You use the right arrow key to select the party to drop.

Local Conferencing

The 9143i phone supports up to 3 parties (including yourself) in a conference call. This is called Local Conferencing and is the default method of conferencing on the 9143i.

→ **Note:** Your System Administrator can set your Conference key to speeddial a specific number. Contact your System Administrator for more information.

Using Local Conferencing

IP Phone UI

Use the following procedure to create a conference call using local conferencing. Use the following illustration as a reference.
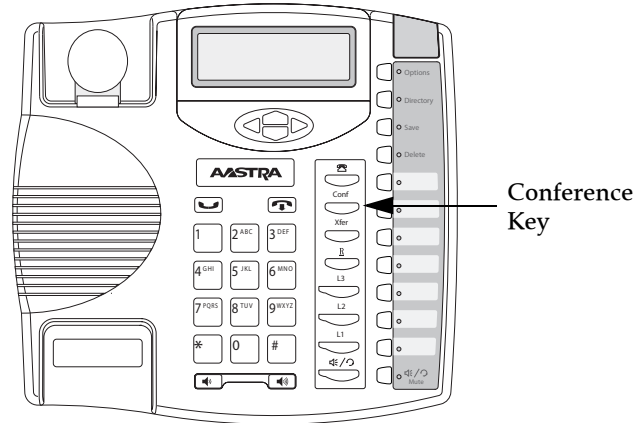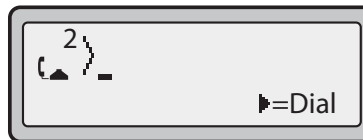

Conference Key

1. When you begin a conference, you are the first party in the conference (Party 1). Pickup the handset or press the speakerphone key.
   A line opens up.

2. Call Party 2 by dialing their number (or answer an incoming call of a Party).

3. Wait for Party 2 to answer. When Party 2 answers, you can consult with them before adding them to the conference.

4. Press the **Conf** Key. A new line opens.

▶=Dial

5. Enter the phone number of Party 3.

6. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.

7. Press the **Conf** key again to add Party 3 to the conference. Party 1 (which is yourself), Party 2, and Party 3 are all connected to a single conference.

8. To drop a party from the conference, press the **Conf** key once more.

> **Note:** You can use ▼ and ▲ to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing ▶ drops the displayed party from the call.

Handling Calls

Joining Two Active Calls in a Single Conference

IP Phone UI

---

1. Begin with active calls on two different lines (for example, Line 1 and Line 2 have active calls).

2. Press the **Line** key for which you want to conference the two calls together (for example, Line 1).

3. Press the **Conf** key**.**

4. Press the **Line** key that has the second active call (for example, Line 2).

5. Press the **Conf** key. The two active calls link into a conference call on Line 1.

| → | **Note:** You can use ▼ and ▲ to scroll through and see the numbers and names (if available) of the parties in the conference call. When a name is displayed, pressing ▶ drops the displayed party from the call. |

Centralized Conferencing (for Sylantro and Broadsoft Servers)

The 9143i allows you to create multiple conferences with unlimited participants (depending on your server limitations) when your Administrator enables Centralized Conferencing.

If your Administrator does not enable Centralized Conferencing, then the 9143i uses Loca Conferencing by default.

Your Administrator can configure Centralized Conferencing globally on all lines or on specific lines. Although, for the global setting to work, you must configure the lines with the applicable phone number.

Reference

For more information on Centralized Conferencing, see "Centralized Conferencing" on or contact your System Administrator.

Managing Calls

The 9143i has several features that make it easier to manage calls, and to keep track of your caller history, as well as your business and personal contacts.

These features include:

- Directory List
- Callers List
- Call Forwarding
- Missed Calls Indicator
- Voicemail

Directory List

The Directory List is your personal phone book, conveniently stored within your phone. You can enter up to 200 entries into the 9143i Directory by adding them manually, or by saving the number and name from other lists stored on your phone. You can also dial directly from a directory entry. Each entry can contain a maximum of 16 letters and numbers. On the 9143i, you access the Directory by pressing the **Directory** Key.
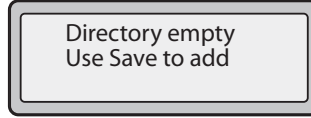
Accessing Your Directory

IP Phone UI
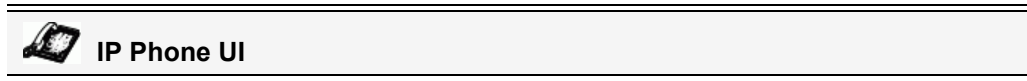
Use the following procedure to access your Directory List. Use the following illustration as a reference.
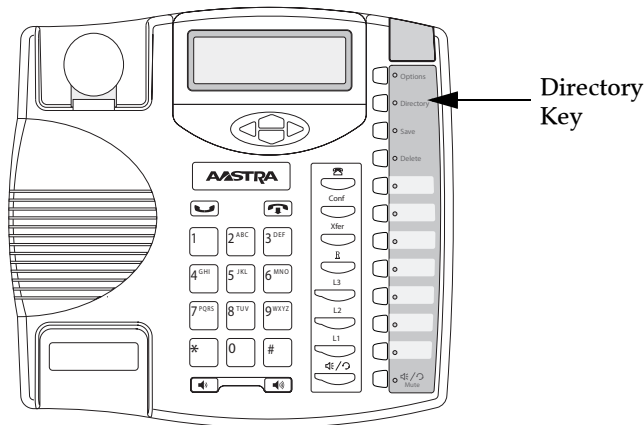
1. Press the **Directory** Key. The dir7ectory displays the number of entries in your list. If the Directory list is empty, "*Directory Empty/Use Save to add*" is displayed.

```
┌──────────────────────────┐
│  Directory empty         │
│  Use Save to add         │
└──────────────────────────┘
```

2. You can access entries by pressing ▼ and ▲ to scroll through the list.

3. To search for an entry by name, press the dial pad number corresponding to the first letter of the name (for example, press **7** for the letter **P**). Continue to press the dial pad number to access other letters on the same key (for example, press **7** three times for 'Ron'). If there are multiple entries under the same letter, you can use ▼ and ▲ to scroll through the list, or continue to press the next letters of the name to find a better match.

4. To dial the displayed number press ☐ ⬧/○ or just lift the handset or press any Line Key.
   Mute

5. Press the **Directory** Key to cancel.

Sorting Entries and Quick Search Feature

You can also sort multiple numbers according to preference and perform a quick-search feature that allows you to enter the first letter that corresponds to a name in the Directory to find specific line items. The phone displays the first name with this letter.

> ➡ **Note:** The quick-search feature in the Directory List works only when the Directory is first accessed.

Managing the Directory List

From the Directory List in the IP Phone UI, you can perform the following:

- "Adding a New Entry to the Directory List" (page 114)
- "Editing an Entry in the Directory List" (page 116)
- "Deleting an Entry from the Directory List" (page 117)
- "Saving an Entry to the Directory List" (page 118)

Managing Calls

Adding a New Entry to the Directory List

📞 **IP Phone UI**

Use the following procedures to add a new entry to the Directory List. Use the following illustration as a reference.
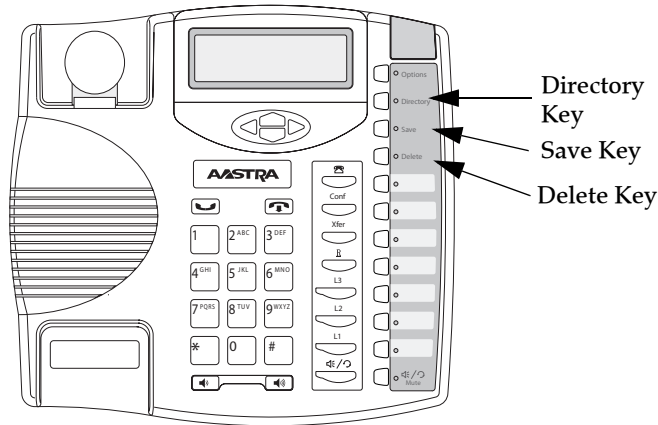
Directory
Key

Save Key

Delete Key

➡️ **Notes:**

1. Use the ◀ Key when required for backspacing.

2. You can exit the entry process any time by pressing the 📞 Key.

1. Press the **Directory** Key.

2. Press **Save** (Key 1).
   The "*Enter Number*" prompt displays.

3. Enter a phone number using the numbers on the keypad and press **Save**. To backspace and erase a mistake, press ◀ or press the **Delete** Key..
   The "*Press 1st letter to enter name*" prompt displays.

4. Enter a name to associate with the phone number you just entered, and press **Save**. Use the keypad to select the letters. Continue to press the number key to access the next letter for that key (for example, press **2** three times to access **C**). Press ▶ to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press ▶. To backspace and erase a mistake, press ◀ or press the **Delete** Key.
   The "*Line*" prompt displays. The default is **Line 1**.

5. If you want to save the new Directory entry to use Line 1, press **Save** to save the new entry to the Directory List.

If you want the new entry to use a different line, use the ▼ key to select a different Line and press **Save**.

The new entry you added is saved to the Directory List.

```
Saved: Directory
John Burns
```

Adding an Entry to the Directory List from the Save Key

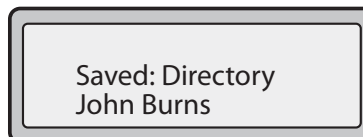You can also add a new entry to the Directory List from the **Save** Key (Key 1).

➡️ | **Notes:**
1. Use the ◀ Key when required for backspacing.

2. You can exit the entry process any time by pressing the ☎ Key or the **Directory** Key.

1. Press the **Save** Key.
The "*Save to?*" prompt displays.

2. Press the **Directory** Key.
The "*Enter Number*" prompt displays.

3. Enter a phone number using the numbers on the keypad and press **Save**. To backspace and erase a mistake, press ◀ or press the **Delete** Key..
The "*Press 1st letter to enter name*" prompt displays.

4. Enter a name to associate with the phone number you just entered, and press **Save**. Use the keypad to select the letters. Continue to press the number key to access the next letter for that key (for example, press **2** three times to access **C**). Press ▶ to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press ▶. To backspace and erase a mistake, press ◀ or press the **Delete** Key.
The "*Line*" prompt displays. The default is **Line 1**.

5. If you want to save the new Directory entry to use Line 1, press **Save** to save the new entry to the Directory List.
If you want the new entry to use a different line, use the ▼ key to select a different Line and press **Save**.
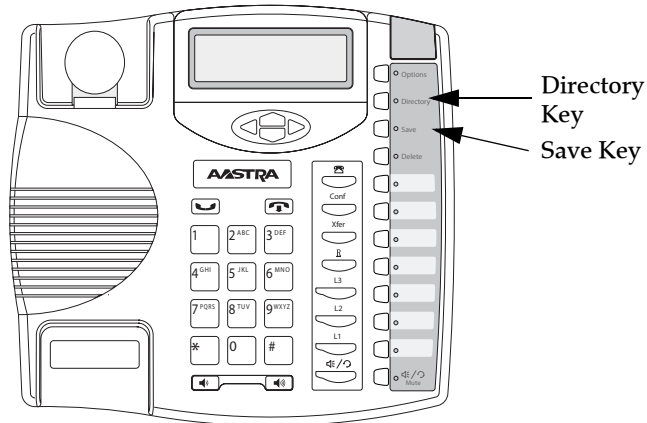The new entry you added is saved to the Directory List.

```
Saved: Directory
John Burns
```

Managing Calls

Editing an Entry in the Directory List

IP Phone UI

Use the following procedure to edit an entry in the Directory List. Use the following illustration as a reference.

Directory Key
Save Key

1. Press the **Directory** Key.

2. Access the entry you want to edit by pressing the first letter of the name on the dial pad, or use ▼ and ▲ to scroll through the list to find the name.

3. To begin editing, press ◄. Press ◄ again to erase the numbers or letters to the left or use the dial pad to enter additional digits or characters once you have saved the number.
    If you don't want to change the number or name just press the **Directory** Key or the 🕾 Key at any time to exit.
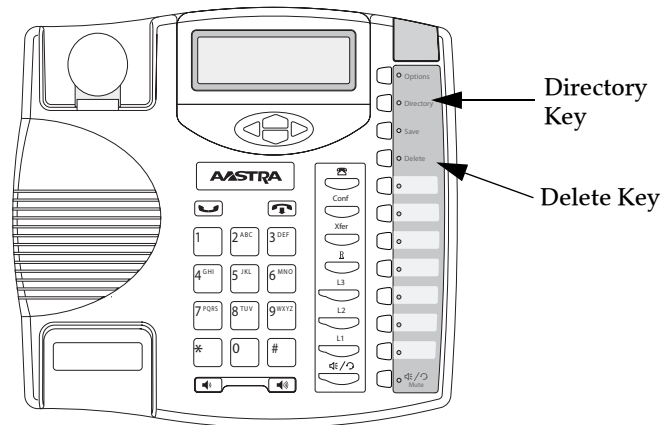
4. Press the **Save** Key to finish.

Deleting an Entry from the Directory List

You can delete a single entry from the Directory List, or you can delete all entries from the
Directory List.

IP Phone UI

Use the following procedures to delete a single entry or all entries from the Directory List. Use the
following illustration as a reference.

Directory
Key

Delete Key

Delete a Single Entry

1. Press the **Directory** Key.

2. Press ▼ and ▲ to find the entry you want to delete.

3. Press the **Delete** Key.
   The "*DELETE again to erase this item*" prompt displays.

> DELETE again to
> erase this item

4. Press the **Delete** Key again at the prompt to erase the entry.

Delete All Entries

1. Press the **Directory** Key.

2. Press the **Delete** Key.
   The "*DELETE again to erase all items*" prompt displays.

> DELETE again to
> erase all items

Managing Calls

3. Press the **Delete** Key again to erase all entries from the Directory List.
The "*Directory empty*" prompt displays..
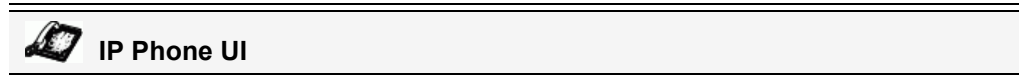
> Directory empty
> Use Save to add
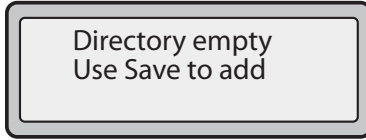
**Saving an Entry to the Directory List**

You can save entries (names and numbers) from other sources to your Directory using any of the following methods:

- Saving from the Display
- Saving from the Caller List
- Saving from the Redial List

Saving from the Display

IP Phone UI

You can save the name and/or number displayed on your screen during a call to the Directory List, or to one of your programmable keys using the following procedure. Use the following illustration as a reference.
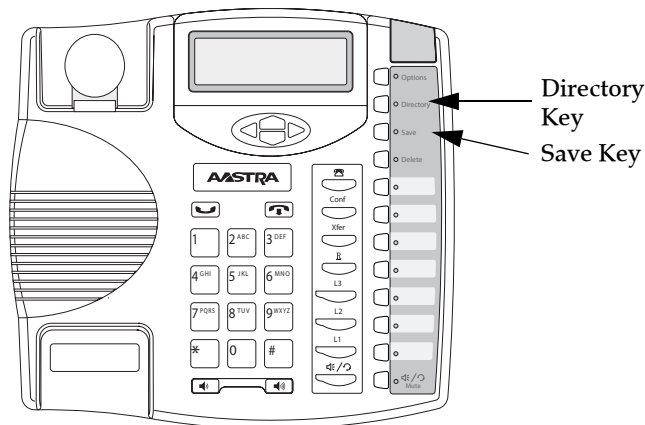
1. Press the **Save** Key during the call.
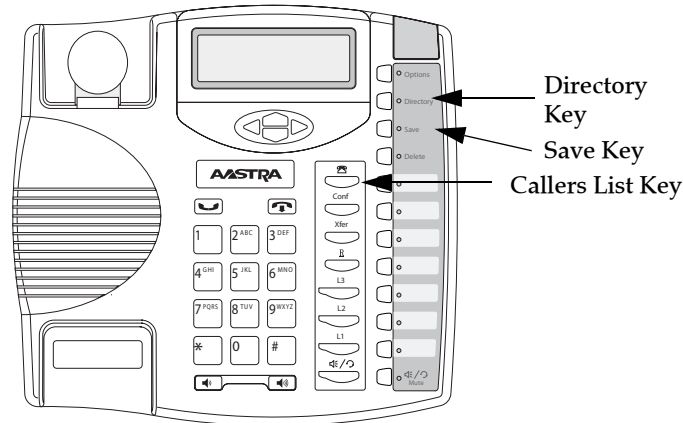
> Save to?
> John Burns
> 9054550055
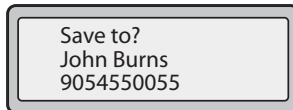
2. Press the **Directory** Key or an empty programmable key. If a name is displayed both the number and name are saved in the Directory List or the programmable key. If no name or "*Unknown Name*" displays, you can enter the name using the dial pad.

3. Press the **Save** Key to finish.

Saving from the Callers List

🖥 IP Phone UI

Use the following procedure to save names/numbers from the Callers List to the Directory. Use the following illustration as a reference.

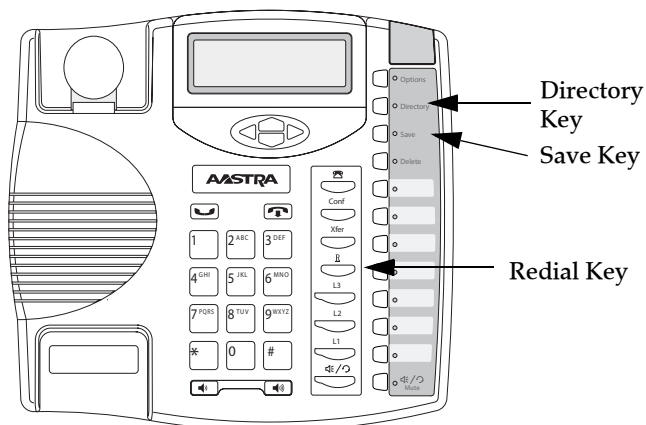Directory Key
Save Key
Callers List Key

1. Press the **Callers List** Key.

2. From the Callers List, scroll through the list to find the name and number that you want to save to your Directory.

3. Press the **Save** Key.

4. Press the **Directory** Key to save the number you selected to the Directory List. If the name is displayed with the number, both are saved to the Directory. If no name is displayed, you can enter the name using the dial pad.

Managing Calls

Saving from the Redial List

IP Phone UI

Use the following procedure to save names/numbers from the Redial List to the Directory. Use the following illustration as a reference.


1. Press the **Redial List** Key ($\underset{R}{\smile}$).

2. From the Redial List, scroll through the list to find the name and number that you want to save to your directory.

3. Press the **Save** Key.

4. Press the **Directory** Key to save the number you selected to the Directory List. If the name is displayed with the number, both are saved to the Directory. If no name is displayed, you can enter the name using the dial pad.

Callers List

The Callers list is a stored log of your incoming calls. The 9143i IP Phone stores information for up to 200 incoming calls in the Callers list.

The Callers List Key is located on the front panel keys..
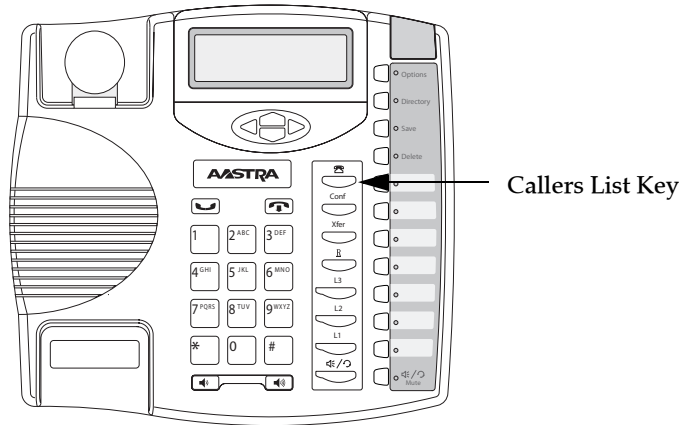
Callers List Key

> **Note:** Your System Administrator can create a custom Callers List XML application allowing you to access the Callers List via an XML Key instead of the Callers List Key. This allows you to configure the Callers List Key with other functions if required. Contact your System Administrator for more information.

Your phone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you. When the Callers list is full, the oldest call records are deleted to accommodate the information of new callers.

If the phone number of an incoming or outgoing call matches a number that you have programmed with a name in a programmable key or in the Directory List, the Callers List displays the name and number.

The display shows you how many callers have been added to the list since you last checked it.

Caller's List Screen Display

Display Item	Description
450-349-0438	Indicates you have returned the call from the Callers list.
N MAR 04 3:30pm 2x	"N" indicates a new call.
XX New Callers	When you're not on the telephone and not in the Callers list, the display shows you how many callers have been added to the list since you last checked it.
☎	Indicates an unanswered call in the Callers list.
☏	Indicates an answered call in the Callers list.
☏))	Indicates a Call Waiting call in the Callers list.
☏)	Indicates an incoming Call Waiting call.
John Burns 9054550055 Jun 8 2:41pm 2X	"2x" indicates this caller has called twice. The display shows the date and time of the last call from that caller.

You can view, scroll, and delete line items in the Callers List from the IP phone UI. You can also directly dial from a displayed line item in the Callers List.
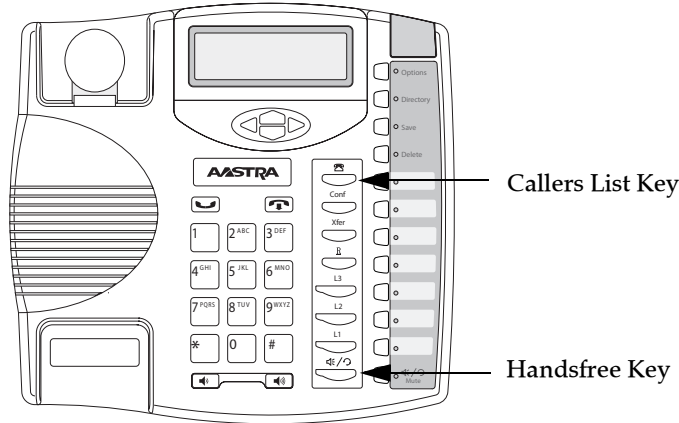
Accessing the Callers List

> **IP Phone UI**

Use the following procedure to access the Callers List. Use the following illustration as a reference.
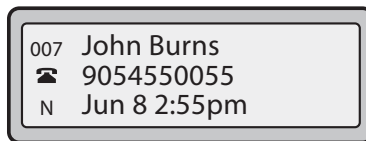

Callers List Key

Handsfree Key

1. Press the **Callers List** Key. Press ▼ and ▲ to move through the Callers list. Press ▼ to see the most recent call, or ▲ to see the oldest call on your list.

2. To dial the displayed number just press ⊲≣/⌒ or lift the Handset or press any line keys.

3. Press the **Callers List** Key to cancel.

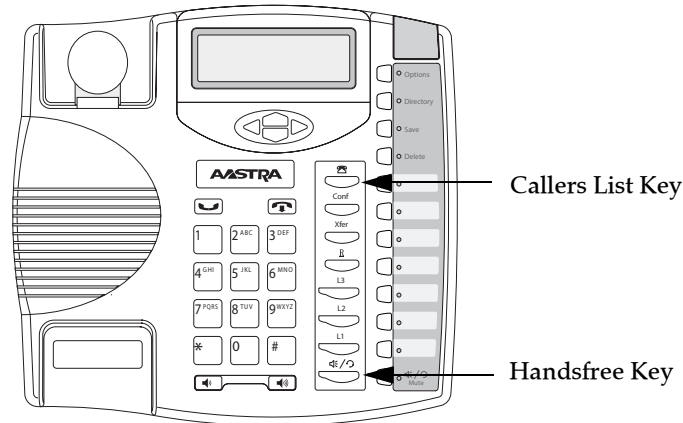**Editing Entries in the Callers List**

Important: The Caller List does not save changes. Editing in the Callers List is generally used if you plan to call the number and need to add a prefix.

In the Callers List, if a dial pad key is pressed when a number and/or a name is displayed, the cursor automatically adds the digit at the left side of the number to enable the entry of the prefix.

```
007  John Burns
☎   9054550055
N    Jun 8 2:55pm
```

Use the following procedure to edit the Callers List. Use the following illustration as a reference.

Callers List Key

Handsfree Key

1. Press the **Callers List** Key.

2. Press ▼ and ▲ to find the entry you want to edit. Press ▼ to view the most recent call, or ▲ to see the oldest call on your list.

3. Press any key on the dial pad to begin editing.

4. To move the cursor one digit to the right, press ▶. To erase one digit to the left of the cursor, press ◀.

5. To dial the displayed number press ⬛ , or just lift the handset, or press any line keys.
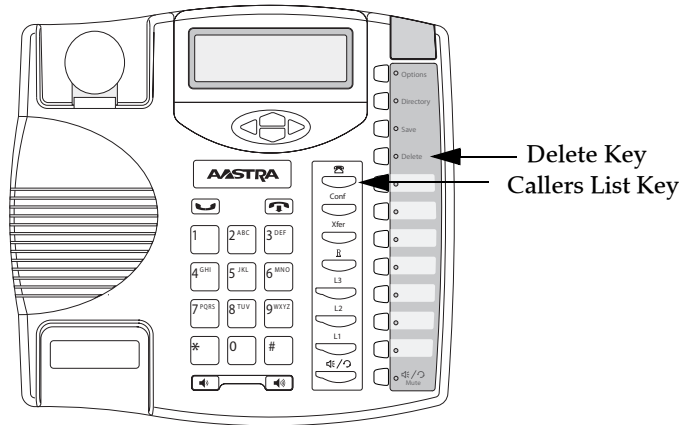
Managing Calls

Deleting Entries From the Callers List

You can delete individual items from the Callers List, or you can delete all items in the Callers List.

IP Phone UI

Use the following procedure to delete an individual item from the Callers List. Use the following illustration as a reference.

Delete Key
Callers List Key

1. Press the **Callers List** Key.
2. Press ▼ and ▲ to find the item you want to delete.
3. Press the **Delete** Key.
4. Press the **Delete** Key again at the prompt to erase the item.

IP Phone UI

Use the following procedure to delete all items from the Callers List.

1. Press the **Callers List** Key.
2. Press the **Delete** Key.
3. Press the **Delete** Key again at the prompt to erase all items.

Missed Calls Indicator

The IP phone has a "missed calls" indicator that increments the number of missed calls to the phone. This feature is accessible from the IP phone UI only.

The number of calls that have not been answered increment on the phone's idle screen as "**<number> New Calls**". As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Callers List. The user can access the Callers List and clear the call from the list. Once the user accesses the Callers List, the "<number> New Calls" on the idle screen is cleared.

Accessing and Clearing Missed Calls.

IP Phone UI

Use the following procedure to access and clear missed calls from the Callers List. Once you display the Callers List, the "<number> New Calls" indicator clears. Use the following illustration as a reference.
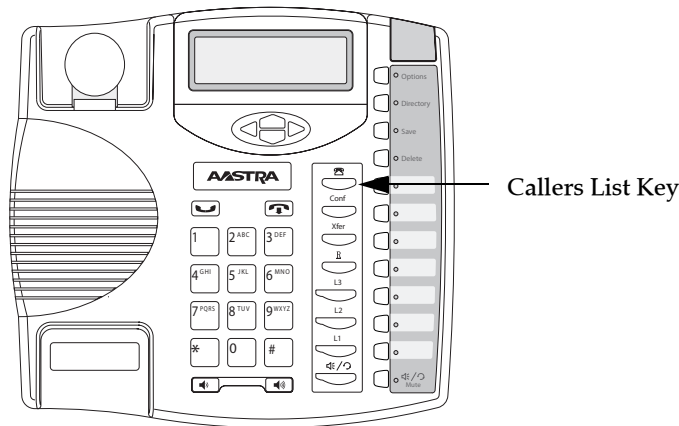
Callers List Key

1. .Press **Callers List** key on the phone.
2. Use the ▼ and ▲ keys to scroll through the line items in the Callers List to find the line items that have the ☎ icon with the receiver ON. These are the missed calls to the phone.
3. To clear a line item from the Callers List, select the line item you want to delete and press the **Clear** key.

   The line item is deleted from the Callers List.