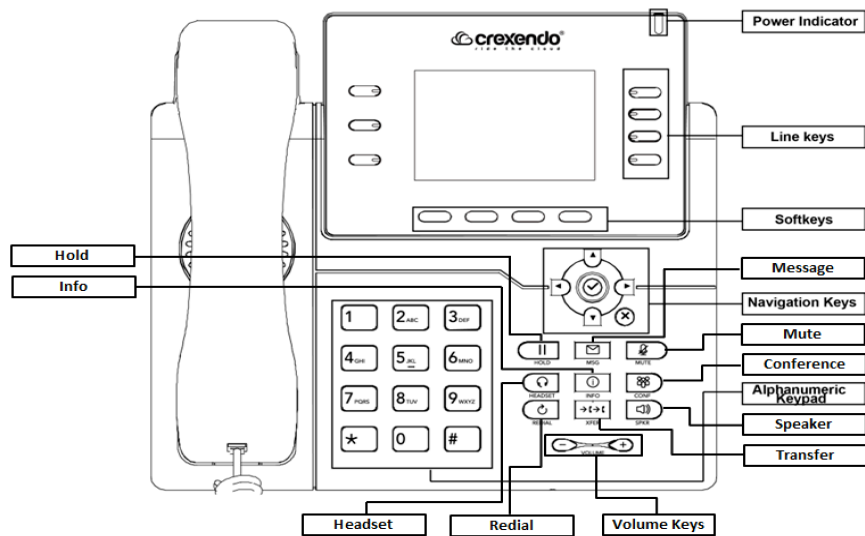


## Hardware Overview



## LEDs

**1. Power Indicator:** Steady green when power is on, blinking green when a call is ringing.

### 2. Line Keys

**Steady green:** During a conversation, or after handset is picked up prior to making a call.

**Blinking red:** A call is ringing.

**Off:** Line is Idle (not in use).

## Place a call

Three ways to make a call:

**1) Handset:** Pick up the handset; enter the number, and then press the **Send** softkey or press **#**.

**2) Speaker:** Press **[Speaker]** or the line keys; enter the number, and then press the **Send** softkey or press **#**.

**3) Headset:** Press **[Headset]**; enter the number, and then press the **Send** softkey or press **#**.

**Note:** You can also use **Contacts** or **Call log** to dial the number you want.

**Place the call using one of the three ways mentioned above.**

## End a call

To end a call in three different modes:

**1) Handset:** Hang up the handset or press the **Cancel** softkey.

**2) Speaker:** Press **[Speaker]**, or press the **Cancel** softkey

**3) Headset:** Press the **Cancel** softkey.

## Answer a call

**1) Handset:** Pick up the handset;

**2) Speaker:** Press **[Speaker]**;

**3) Headset:** Press **[Headset]**.

**Note:** You can also reject the call using **Reject** soft key.

## Redial

Press **[Redial]** to redial the last call that was dialed.

## Hold

Press **[Hold]** or press the **Hold** softkey during a call to place the caller on hold.

Press **[Hold]** or **Resume** softkey or blinking line key to resume the call.

## Call Transfer

### Blind Transfer

a. Press **[Transfer]** or **Transfer** softkey during a call. The caller will be placed on hold.

b. Enter the number that the call is to be transferred to.

c. Press **[Transfer]** or the **Transfer** softkey to complete the transfer.

### Attended Transfer

a. Press **[Transfer]** or **Transfer** softkey during a call. The caller will be placed on hold.

b. Enter the number the call is to be transferred to, and press the **Send** softkey or **#**.

c. When the person answers, make the introduction, then press **[Transfer]** or **Transfer** softkey.

### Transferring a call directly to another extension's voice mailbox

a. Press **[Transfer]** or **Transfer** softkey during a call. The caller will be placed on hold.

b. Enter \*10 plus the extension of the voice mailbox the call is to be transferred to.

c. Press **[Transfer]** or the **Transfer** softkey to complete the transfer.

## Call Conference

a. Dial the first party. When they answer, press **[Conference]** or **Conference** softkey.

b. Dial the second party. After they answer, press **[Conference]** or **Conference** softkey again. All parties will now be connected.

c. To add more parties (up to 4), repeat step b.

## Call Mute

Press **[Mute]** to mute the microphone during a call.

Press **[Mute]** again to un-mute the conversation.

## Checking Voicemail

### From your phone

- a. Lift the handset and press the **Message** button.
- b. Follow the voice prompts to enter your Password (PIN)

OR

- a. Lift the handset and dial your Company's VM Extension
- b. Enter Password (PIN)

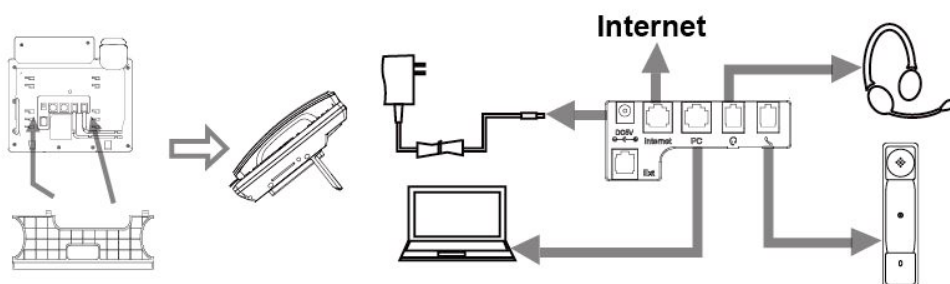
### Using Crexendo Web Portal

- a. Log into your Crexendo Web Portal
- b. Double-click the message to play through your PC's speakers.

### Using PSTN

- a. Dial the 10-digit number assigned to your phone and wait for your voicemail greeting.
- b. Press \* on hearing the greeting and enter your password (PIN) when prompted.

## Assembly

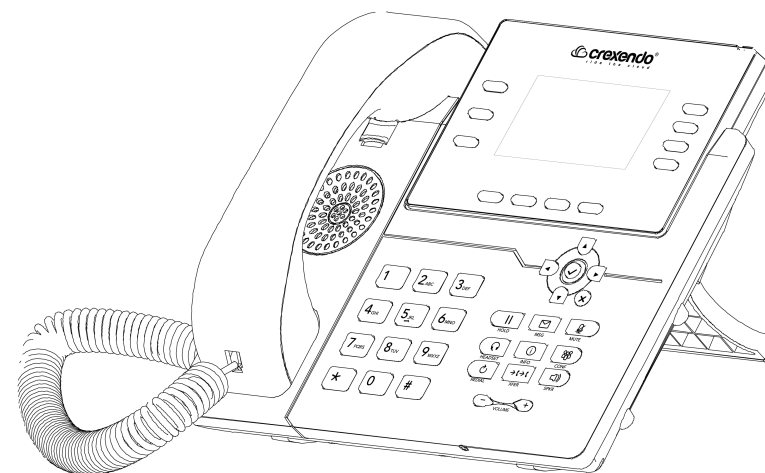


Note: Internet port is colored yellow. Handset port is colored gray.

## Support Contact

- Contact your company's phone system administrator for first-tier answers and troubleshooting
- The Crexendo Cloud Communications Professional Support Team is ready to help. To contact support, send an e-mail to [support@crexendo.com](mailto:support@crexendo.com) or call 855.211.2255

# Enterprise IP Phone



## Quick Reference

For

**CX350**