

Physical Button Overview



Access the Control Center and Notification Center

Swipe down from the top of the screen

Tap "Video" to turn the camera on when the phone is idle. Tap "Video" to stop transmitting video during a video call.

Tap "DND" to enable/disable Do Not Disturb mode. DND mode sends all calls immediately to voicemail.

Tap "FWD" to adjust your call forwarding settings.

Tap "Back" to return to the idle screen.

Please email questions and change requests to support@westechs.com
Need more help? Visit westechs.com or call (432) 242-2700

Idle Screen Overview



Tap “Phone Dial Screen” to start dialing a call.

Tap “Directory Screen” to see any configured directories.

Tap “History Screen” to see placed, missed and received calls.

Tap an option button to perform its applicable option.

Camera LED Indicator

Solid green	The phone is powered on and the camera is properly connected to the phone. The camera is idle. The phone receives an audio-only call.
Flashing green	The phone receives a video call.
Solid red	There is an active video call. The video call is muted. The video call is held.
Slow-flashing red	The shutter switch is open, but the near-site video is stopped transmitting during a video call. The video call is placed on hold.
Off	The phone is powered off. The camera is not properly connected to the phone. The shutter switch is closed.

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Answer a Call

Lift the handset or press “Answer” or press the speakerphone button; or
Press the “Silence” button to silence the ringer; or
Press the “Reject” button to immediately send the caller to voicemail; or
Press the “Forward” button and dial an extension or number to forward the call.

Answer a Call When Already on a Call

A beep and flashing red LED will indicate a second incoming call.
Tap the flashing call on the right to see the full caller ID information.
See “Answer a Call” for options.

Call Records

Tap “History Screen”. Tap the desired category. Scroll the call list and tap a number to dial it.

Call Park

Press the “Park” button, listen for the park number. Dial the number from another phone to retrieve the call.

Call Forward

Dial *71 and the number to forward to and wait for confirmation tone.
Dial *071 to cancel call the forward.

Call Pick-up

Press the “Pick Up” button, or:
Dial *4 to answer any other ringing phone in your group.
Dial *04 and the ringing extension number to answer that extension.

Conference

With an active call, tap “Conference” to place the first call on hold. Dial the additional party. Once answered, press “Conference” again to conference all parties.
Tap and hold a participant for the option to remove them.
With two active calls (one on hold), drag one onto the other for the conference option.

Hold

Tap or press “Hold” to place the call on hold. Tap “Resume” or press “Hold” again to resume the call. When there are multiple calls on hold, tap the caller’s window then tap “Resume”.

Intercom (Instant one-way audio with another phone)

Dial 00 followed by the desired extension.

Page

(Instant one-way call to one or more phones)
Dial 00 followed by the extension of the page group (630 for all)

Ringer Settings

From the idle screen, swipe left. Tap “Settings”. Scroll down to the “Basic Settings” section and tap “Sound”. Tap “Ring Tones”. Tap “Common” to change the ringer for all lines or tap the extension number to change its ringer. Tap a ring to preview and select it. Tap the “Idle” button to return home.

Transfer by Extension Button

Press “Transfer”, press the button next to the desired extension.

Transfer by Dialing Extension

Press “Transfer”, dial the desired extension, press Transfer again.

Transfer Announced

(Transfer a call but speak to the dialed person first)
Press “Transfer”, dial the extension and wait for answer, make announcement and press “Transfer” again. To cancel the transfer press “Cancel”, then press “Resume” to take the call off hold.

Transfer – Direct to Voicemail

Press “Transfer”, dial ** and the extension, press “Transfer” again.

Volume

Use the – and + buttons to change the handset, speakerphone and ringer volume.

Voicemail – Retrieve Messages

- Press the “Message” button (envelope) and enter your password.
- Dial 1 to listen to messages.
- During or after message playback:
 - Dial 5 to repeat
 - Dial 6 to proceed to next message
 - Dial 7 to delete
 - Dial 33 to hear the date, time and caller information

Voicemail - Initial Setup

Press the “Message” button (envelope) and enter your password.

Press 0.

Press 1 to record your Unavailable greeting (played when you do not answer.)

Press 2 to record your Busy greeting (played with you are on the phone.)

Press 3 to record your name.

(Press # to finish recording; press 1 to accept, 2 to listen or 3 to re-record.)

Icon Legend**Voicemail Waiting****Do Not Disturb****Ringer Volume is 0****Missed Calls****Call Forward Active****Headset Mode**