

Using a Handset, Headset, and Speakerphone

You can use your phone with these audio devices: a handset, headset, or speakerphone.

The phone is *off-hook* when the handset is lifted or another audio device is in use.

The phone is *on-hook* when the handset is in its cradle and other audio devices are not in use.

Using a Handset

If you want to...	Then...
Use the handset	Lift it to go off-hook; replace it to go on-hook. The ringing line is automatically selected. Ask your system administrator about options to always select the primary line.
Switch to the speakerphone or a headset during a call	Press  or  (), then hang up the handset.
Adjust the volume level for a call	Press the Volume button during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

Using a Headset

Your phone supports four- or six-wire headset jacks for wired headsets. For information about purchasing headsets, see [Headset Support, page 7](#).

You can use a headset with all of the controls on your phone, including the Volume button and .

If you want to...	Then...
Toggle headset mode on and off	Press  () to toggle headset mode on and off. (Typically, headset is assigned to button 23.)
Switch to a handset	Lift the handset (without pushing any buttons).
Adjust the volume level for a call	Press the Volume button during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

If you use AutoAnswer, see [Using AutoAnswer with a Headset or Speakerphone, page 53](#).

Using Wideband with your Headset

If you use a headset that supports wideband, you may experience improved audio sensitivity if you enable the wideband setting on your phone (this setting is disabled by default). To access the setting, choose  () > **Settings** > **User Preferences** > **Audio Preferences** > **Wideband Headset**.

If the Wideband Headset setting shows as dimmed, then this setting is not user controllable.

Check with your system administrator to be sure your phone system is configured to use wideband. If the system is not configured for wideband, you may not detect any additional audio sensitivity even when using a wideband headset. To learn more about your headset, refer to the headset documentation or ask your system administrator for assistance.

Using a Speakerphone

Many of the actions you can take to dial a number or answer a call will trigger speakerphone mode automatically, assuming that the handset is in its cradle and  (headset) is not lit.

If you want to...	Then...
Toggle speakerphone mode on or off	Press  .
Switch to a handset	Lift the handset (without pushing any buttons).
Adjust the volume level for a call	Press the Volume button during a call or after invoking a dial tone. Press Save to preserve the volume level for future calls.

Using AutoAnswer with a Headset or Speakerphone

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator configures AutoAnswer to use either the speakerphone or a headset. You may use AutoAnswer if you receive a high volume of incoming calls.

If you...	Then...
Use AutoAnswer with a headset	Keep headset mode active (in other words, keep  () illuminated), even when you are not on a call. To keep headset mode active, do the following: • Press EndCall to hang up. • Press New Call or Dial to place new calls. If your phone is set up to use AutoAnswer in headset mode, calls are automatically answered only if  () is illuminated. Otherwise, calls ring normally and you must manually answer them.
Use AutoAnswer with the speakerphone	Keep the handset in the cradle and headset mode inactive ( () unlit). Otherwise, calls ring normally and you must answer them manually.

Tip

AutoAnswer is disabled when the Do Not Disturb feature is active.

