

Agenda

- Phone Overview
 - Layout
 - Display
 - Keys
- Working with Calls
 - Answering Your Phone
 - Forwarding Calls
 - Place on Hold
 - Transfer
- Working with Voicemail
 - Setting up voicemail
 - Listening to voicemail



Phone Overview

Section 1

- Message Indicator
- Phone Screen
- Soft Keys

Section 2

- OK and Navigation Arrows
- Phone
- Messages
- Contacts
- Home
- History

Section 3

- Keypad
- Volume
- Headset
- Speaker
- Mute



Phone Overview – Section 1

- **Phone Display and Features and Call Appearance Lines**
 - First line displays time, date and primary extension
 - Second line (Status Line), provides information on navigation arrows and messages
 - Features and call appearances
 - Line buttons show which lines are in use
 - Green light indicates feature is enabled



- **Softkeys**
 - Used to highlight line on screen
 - Labels show action for key
 - Change from screen to screen

- **Message Indicator**
 - When lit up, you have a voicemail
 - If Visual Alerting enabled, will flash when receiving call

Phone Overview – Section 2

- **Messages**
 - Button will illuminate when you have voicemail
 - Use to connect to voicemail



- **OK and Navigation Arrows**
 - OK button performs the action of the highlighted feature
 - Use the right and left arrows to navigate from one screen to another or to move cursor during text input
 - Use up and down arrows to move from one line to another

- **Phone Button**
 - Select to view the Phone screen
 - Use during a call to
 - Hold
 - Conference
 - Transfer
 - Drop

- **Contacts**
 - Select to view your contact list
- **Home**
 - Select to gain access to menu
- **History**
 - Select to view history of outgoing, incoming and missed calls
 - Will illuminate when you missed a call

Phone Overview – Section 3

- **Headset**
 - Select to use the headset if connected
- **Speaker**
 - Select to use the speakerphone
 - To take call off speakerphone, lift the handset



- **Keypad**
 - Use to dial number

- **Volume**
 - When on call, select to adjust volume of call
 - While not on call, select to adjust ringer volume
- **Mute**
 - Press to mute a call in progress
 - If call is muted, press to unmute

Working with Calls – Answering Calls

If you are **not** on another call you can:

- Lift the handset – call will be answered
- Press the line button next to the incoming call – speaker will turn on
- Press the Answer softkey – speaker will turn on
- Press the OK button – speaker will turn on

If you are on another call you can:

- Press the line button
 - The phone will automatically answer the incoming call and put the other call on hold



Working with Calls – Ignoring an Incoming Call

When your phone rings and you don't want to answer the call you can

- **Send to Voicemail**
 - Press the Send to Voicemail softkey and the call will go straight to voicemail
- **Ignore**
 - Press the Ignore softkey and the call stop ringing on your phone, but the caller will still hear the phone ring until it goes to voicemail



Working with Calls – Forwarding Calls

- **Sending Calls Directly to Voicemail**

- Select the **Send All** softkey
 - A check ✓ will appear next to the Send All display
 - Calls will automatically forward to voicemail

- **Cancelling Sending Calls to Voicemail**

- Select the **Send All** softkey
 - The check will no longer display



- **Forwarding Calls to Another Number**

- Select the Features menu on the phone screen by selecting the right or left navigation arrow
- Select **Call Forward** button
- Enter the number for forward calls to
 - An audio signal will indicate calls will be forwarded
 - The Call Forward Icon will display in the upper left-hand corner of the phone screen

- **Cancelling Forwarding Calls to Another Number**

- Select the Features menu on the phone screen by selecting the right or left navigation arrow
- Select **Call Forward** button
- The Call Forward icon will disappear indicating that calls are no longer being forwarded

Working with Calls – Place Calls on Hold

- **Placing a Call on Hold**
 - Press the Hold softkey
- **Resuming Call on Hold**
 - Press the Resume softkey




Working with Calls – Transferring Calls

- With the call selected
 - Press the **Transfer** softkey
 - Dial the number to transfer call to
 - Hang up OR
 - Wait for person to answer and press the Complete key




Working with Voicemail – Setting Up Voicemail

- Access your Voicemail by pressing the message button 
- You will be asked to enter your extension and # key
- Enter the DEFAULT passcode (1025#)
- Follow voice prompts to change passcode



Working with Voicemail – Listening to Voicemail

- **From your phone**

- Press the message button 
- You will be prompted to enter your extension and #
- You will be prompted to enter passcode and #
- Follow voice prompts to listen to your voicemail



- **From another phone – Off Campus**

- Dial 963-5366
- Wait for voicemail to answer
- You will be prompted to enter your extension and #
- You will be prompted to enter passcode and #
- Follow voice prompts to listen to your voicemail

- **From another phone – On Campus**

- Dial 5366
- Wait for voicemail to answer
- You will be prompted to enter your extension and #
- You will be prompted to enter passcode and #
- Follow voice prompts to listen to your voicemail