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

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