### Placing & Answering Calls
To place a call using the handset, pick up the handset and enter a number. (If multiple lines are available, pick up the handset, select the line, then dial the number)  
To answer a call with multiple lines using the handset, pick up the handset. (check to see if you are connected to the caller, if not select the line that you wish to answer)

### Speaker & Headset Calls
To initiate a speaker or headset call press \( \text{ or } \) \( \text{ or } \), select the line, then dial. To switch to the speakerphone or a headset (from the handset) during a call, press \( \text{ or } \), and hang up the handset.

### Speed Dial
Set up speed dial buttons by placing an order through Telecommunications. (You can have 1 speed dial depending on the number of lines configured)  
To place a call, press \( \text{ a speed dial button} \).

### Call Forward
Press \( \text{CFwdALL} \) and enter a target phone number exactly as you would dial it from your phone.  
To cancel call forwarding on your primary line, press \( \text{CFwdALL} \).

### Caller ID
The Phone’s display will show the callers information before and after you answer the call.

### Calling Number Delivery Blocking
Dial 56789, and then place your call.  
(You must follow the directions each time you wish to block your number. This only works on phones outside of the university. University phones will still display your Caller ID.)

### Hold
With the caller on the line:  
- Press the appropriate line button: \( \) or \( \text{ (flashing) } \)  
- Press \( \text{HOLD} \). (You may hang up or, or where available, use another line by pressing the alternate line key.) The indicator light next to the line button will blink when the caller is on \( \text{HOLD} \).  
- To return to the caller, press the line button the caller is on. (Or press \( \text{Resume} \).)

### Transfer
During a call:  
- From an active call, press \( \text{Transfer} \).  
- Enter the target number.  
- Notify the person of a transferred call, or skip to the next step.  
- Press \( \text{Transfer} \) again to complete the transfer.

### Conference Call
1. From a connected call, press \( \text{Conf} \).  
   (You may need to press the \( \text{more} \) soft key to see \( \text{Conf} \).)  
2. Enter the participant’s phone number.  
3. Wait for the call to connect.  
4. Press \( \text{Conf} \) again to add the participant to your call.  
5. Repeat steps 1 through 4, to have up to 4 members on the Conference call.

### Redial
Lift the handset, and press \( \text{Redial} \), or to redial in speaker mode just press \( \text{Redial} \).

### Mute button
To toggle Mute on, press \( \). To toggle Mute off, press \( \).
| **Voicemail Button** | Press the messages key.  
(This is a speed dial to voicemail) (Voicemail will prompt you to enter your password) |
|----------------------|----------------------------------------------------------------------------------------------------------|
| **Distinctive Ring** | You can change the ring tone per line by:  
• Choose > User Preferences > Rings.  
• Choose a phone line or the default ring setting.  
• Choose a ring tone to play a sample of it.  
• Press Select and Save to set the ring tone, or press Cancel.  
You can adjust the Volume by:  
• Press while the handset is in the cradle and the headset and speakerphone buttons are off. The new ringer volume is saved automatically. |
| **Pitch and volume** |                                                                                                           |
| **Change the**      | • Choose > User Preferences > Contrast.  
• To make adjustments, press Up, Down or .  
• Press Save, or press Cancel. |
| **Screens Contrast** |                                                                                                           |
| **Directories Button** | • Choose > Missed Calls, Placed Calls, or Received Calls.  
• Highlight a call record.  
• Press Details. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only). |
| **Navigation Button** | Allows you to scroll through menus and highlight items. |
| **Programmable**    | Depending on configuration, programmable buttons provide access to:  
• Phone lines and intercom lines (line buttons)  
• Speed-dial numbers (speed-dial buttons)  
• Call features (for example, Hold, or Transfer button)  
Buttons illuminate to indicate status:  
• Green, steady—Active call or two-way intercom call  
• Green, flashing—Held call  
• Amber, steady—One-way intercom call, or logged into Hunt Group  
• Amber, flashing—Incoming call or reverting call  
• Red, steady—Remote line in use (shared line) |
| **Buttons**         |                                                                                                           |
| **Services & Help** | These services are not yet available. Please keep checking the Telecom website for more updates. |
| **Buttons**         |                                                                                                           |

*If you have additional questions, or want to request training, please call our Service Desk at 3-5117*