

UCF Computer Services & Telecommunications Telephone Reference Guide

**Telecom
Service Desk
Dial
3-5117**

**Siemens Optiset
Standard Advance
& Advance Plus

Quick Reference**



Placing & Answering Calls	<p>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)</p>
Speed Dial	<p>Without lifting the handset:</p> <ul style="list-style-type: none"> • Press the PROG (Program) key. • Press 1 followed by 2 • Press the DSS key you wish to Program • Enter the number as you would normally dial it. • Press the <input type="checkbox"/> (Check Mark Key) to confirm. • Press the <input type="checkbox"/> (Check Mark Key) to exit <p>(Please call the Service Desk 3-5200 if you cannot find the PROG or DSS keys)</p>
Call Forward #91 to activate ##91 to cancel	<p>Select the line you wish to forward then:</p> <ul style="list-style-type: none"> • Press the FWD (Forward) key or dial #91. • Dial the number as you would normally dial it. • Press the line key again. • To reverse the forwarding, press the FWD (Forward) key, or dial ##91. • Press the line key again.
Caller ID	<p>The Phone's display will show the information of the caller before and after you answer the call. If at any time during the call the information leaves the screen, you can press the <input type="checkbox"/> (Right Arrow Key) to redisplay the information.</p>
Calling Number Delivery Blocking 56789	<p>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 Identification.</p>
Hold	<p>With the caller on the line:</p> <ul style="list-style-type: none"> • Press 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 HOLD. • To return to the caller, press the line button (the line the caller is on).
Key LEDs	<ul style="list-style-type: none"> • A constantly on light indicates a line or feature is active. If next to a line key, the line is in use. If next to a feature key such as DND (do not disturb) the feature is currently in use. • Flashing Light indicates a line is forwarded or on hold

Call Pickup **3	Lift the handset and press the PU (Pick Up) key to intercept a call coming in to a line in your Call Pickup Group. Alternately you can lift the handset and dial **3 to intercept a call. (If there is more than one line ringing, the line that rang first will be answered)
Transfer	During a call: <ul style="list-style-type: none"> Press the XFER (Transfer) key (The caller will be on hold and you will hear dial tone) (If you do not have a transfer key press the <input type="text" value="▶"/> (Right Arrow Key) until “Start Transfer?” appears on the bottom of your screen then press the <input type="text" value="√"/> (Check Mark Key) Dial the extension number to where you wish to transfer the caller. Notify the person of a transferred call, or hang up the line.
Conference Call	<ol style="list-style-type: none"> Answer, or make your first call (Only one member of the conference can call in. They have to call you and be on the line before you call and conference in other members.) Press the <input type="text" value="▶"/> (Right Arrow Key) until “Start Conference?” appears on the bottom of your screen then press the <input type="text" value="√"/> (Check Mark Key) (The members already in the conference, will be on hold and you will hear dial tone) Dial the next member of the conference call. Press the <input type="text" value="▶"/> (Right Arrow Key) until “Conference?” appears on the bottom of your screen then press the <input type="text" value="√"/> (Check Mark Key) Repeat steps 2 through 4, to have up to 8 members on the Conference call.
Do Not Disturb	Press the DND key (If available, your callers will be redirected to Voicemail) Your light next to the button will be on constantly. To deactivate DND, press the DND button again (the light should now be off)
Phone Mail Key	Press the PHML (Phone Mail) key. (This is a speed dial to your assigned voicemail) (Unity Voicemail will prompt you to enter your password) (Siemens Phonemail will ask you to press # if calling from your own extension, then prompt you for your password)
Distinctive Ring Pitch and volume	You can adjust your ring pitch by: <ul style="list-style-type: none"> Press the PROG (Program) key. Press 5 followed by 2. The phone will start ringing. Press the + and – keys next to the handset to adjust the pitch You can adjust the Volume by: <ul style="list-style-type: none"> Press the PROG (Program) key. Press 5 followed by 1. The phone will start ringing. Press the + and – keys next to the handset to adjust the volume Alternate Volume Adjustment: <ul style="list-style-type: none"> Press the + and – key simultaneously Press the <input type="text" value="√"/> (Check Mark Key) Press the + and – keys next to the handset to adjust the volume

***If you have additional questions, or want to request training, please call our Service Desk at 3-5200**