

#### Index

Basic Phone Features Voice Mail Volume and Ringer Sound Buttons and Features

### **Basic Phone Features**

#### To place a call:

- Lift the handset and dial the number.
- Press the **line** button for your extension, then dial.
- Press the **Speaker** button, then dial.
- Press the NewCall soft key, then dial.
- If you are using a headset, press the **Headset** button, then dial.
- If you have established speed dial numbers, press a Speed dial button.
- If you have selected a number from a
- directory, press the **Dial** soft key.

### To answer a call:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the **line** button of the incoming call.
- To use the speakerphone, press the Answer soft key or the Speaker button.

#### To end a call:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or the **EndCall** soft key.
- If you are using the speakerphone, press the **Speaker** button or the **EndCall** soft key.

#### To redial a number:

To redial the most recently dialed number, press the **Redial** soft key.

#### To view missed calls:

- **1.** Press the **Directories** button.
- **2.** Press **1** for Missed Calls.

## To speed dial from a directory menu:

- **1.** Press the **Directories** button.
- **2.** Find the directory that you want, then press the corresponding item number. For example, press **3** for Placed Calls.
- **3.** Press the **Dial** soft key to speed dial a selected number. Press **EditDial** to add or remove digits before dialing.

**Note:** To enter any letter on your LCD screen, use a corresponding number key. Press the key one or more times to display a particular letter. For example, press **2** once for "a," twice for "b," and three times for "c." To back up, press the << soft key.

## To put a call on hold:

- Press the **Hold** soft key.
- To return to the call, press the **Resume** soft key.
- If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.
- If multiple calls on multiple *lines* are on hold, press the **line** button for the line to
- which you want to switch and use the **Navigation** button to select the desired call. Press **Resume**.

**Note:** Because engaging the Hold feature generates music or a beeping tone, avoid putting a conference call on hold.

## To place a conference call:

- 1. During a call, press the **more** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
- **2.** Place a call to another number.
- 3. When the call connects, press Confrn again to add the new party to the call.

## To transfer a call:

- 1. During a call, press the **Trnsfer** soft key. This puts the call on hold.
- 2. Dial the number to which you want to transfer the call. As soon as you hear ringing, or after the party answers, press **Trnsfer**.

Note: If the transfer fails, press the Resume soft key to return to the original call.

## To forward all calls to another number:

- 1. Press the CFwdAll soft key. You will hear two beeps.
- **2.** Enter the number to which you want to forward all of your calls. Enter the number exactly as you would if you were placing a call to that number. An animated phone icon flashes in the upper-right corner of your LCD screen.
- **3.** To cancel call forwarding, press the **CFwdAll** soft key.

#### To mute a call:

Press the Mute button. To disengage mute, press Mute again or lift the handset.

## Voice Mail

### To access your Voice Mail from your IP phone:

Press the **Messages** button and follow the voice instructions. **Note:** When you receive a new message, a flashing envelope icon displays on your LCD screen. Depending upon your phone configuration, the light on your handset glows to indicate that you have received a new message.

## How to access Voice Mail by phone:

- **1.** Dial the applicable number to call voice mail:
  - a. If you are calling voice mail from *on campus*, dial **x8850**.
  - b. If you are calling voice mail from *off-campus (or an outside line)*, dial **805-437-8850**.
- 2. If you dialed the off-campus phone number, press \* when voice mail answers.
- **3.** Enter your ID (usually your phone extension), then press # .
- 4. If required, enter your voice mail password, then press #.

## Voice Mail Commands

A PDF file containing a chart of available voice mail commands can be downloaded at: <a href="http://www.csuci.edu/its/telecom/">http://www.csuci.edu/its/telecom/</a>

## **Volume and Ringer Sound**

### To adjust the ringer volume:

Press the up or down Volume button while the handset is in its cradle.

## To change the ringer sound:

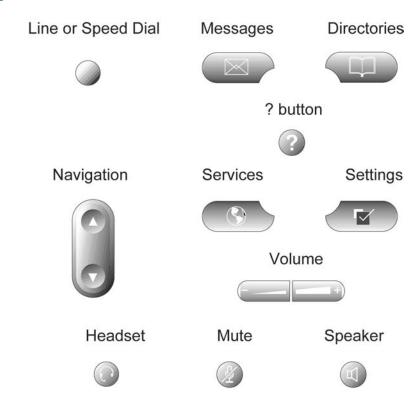
- **1.** Press the **Settings** button.
- **2.** Press **2** for Ring Type.
- **3.** Use the Navigation button to scroll through the list of ring types and press the **Play** soft key to hear samples.
- 4. Highlight the ring you want, then press the Select soft key.
- **5.** Press the **OK** and **Save** soft keys.

## To adjust the handset, speakerphone, or headset volume:

During a call, press the up or down **Volume** button. Press the **Save** soft key to apply the new volume level to future calls.

### **Buttons and Features**

- Press the ? button once, then press a button or soft key.
- Highlight a feature in the Directories, Settings, or Services menu, then press the ? button twice quickly.



# Button Legend