

Phone Basics

Beyond picking up and putting down the handset, IP phones allow alternative ways to place, answer, end and manage a call.

PLACING CALL

- Press **LINE**, **SPEAKER** or **HEADSET** buttons > dial
- Press the **NEWCALL** soft key > dial
- Press a **SPEED DIAL** button
- Select a number from a directory > press the **DIAL** soft key or lift the handset.

ANSWERING A CALL

- **Headset:** press the **LINE** button of the incoming call.
- **Speakerphone:** press the **ANSWER** soft key or the **SPEAKER** button

ENDING A CALL

- **Headset:** press the **HEADSET** button or the **END CALL** soft key
- **Speakerphone:** press the **SPEAKER** button or the **END CALL** soft key

REDIALING A NUMBER

Press the **REDIAL** soft key

ANSWERING A CALL — PICKUP

1. Lift handset and press **PICKUP** softkey
2. Press **ANSWER** softkey

SPEED DIAL

1. With handset down, dial the abbreviated number
2. Press the **ABRDIAL** softkey

Placing on Hold

PUT A CALL ON HOLD

Press the **HOLD** soft key

RETURN TO A CALL ON HOLD

- Press the **RESUME** soft key
- **Multiple calls on hold:** use the **NAVIGATION** button to select the desired call > press **RESUME**.

NOTE!

- Calls on hold stay on hold indefinitely
- **If multiple lines are on hold:** press the appropriate line button or use the **NAVIGATION** button to select the desired call > press **RESUME**

Transferring a Call

1. Press the **TRANSFER** soft key, to put call on hold
2. Dial the number you want to transfer to

NOTE!

- To transfer to someone’s voice mail > dial *8 + their number

3. **Unannounced:** Once ringing, go to step 4 or **Announced:** Announce the call

4. Press **TRANSFER** to complete

NOTE!

- If the transfer fails, press the **RESUME** soft key to return to the original call

TRANSFERRING A CALL DIRECTLY TO VOICE MAIL

Press the **IDIVERT** soft key

Parking a Call

- Press the **MORE** soft key
- Press the **PARK** soft key.
- Make a note of the Park number

After 3 minutes, the call will ring back to the phone that placed it in park — if not answered, it will go to voice mail.

ANSWERING A PARKED CALL

- Press **# +** the park number

Forwarding Your Calls

1. To forward all calls to another number
2. Press the **CFWDALL** soft key
3. Dial the number to forward all calls to

NOTE!

- Enter the number exactly as you would if you were placing a call to that number.

TO FORWARD ALL CALLS TO VOICE MAIL:

1. Press the **CFWDALL** soft key
2. Press the **MESSAGES** button

TO CANCEL CALL FORWARD

1. Press **CFWDALL**

Directories Button

Access a list of missed, received or placed calls as well as the corporate directory.

DIALING FROM A DIRECTORY MENU

Press **DIRECTORIES** > select the directory > select the number you wish to call > Press **DIAL** softkey

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.

Conference Calling

1. During a call, press the **MORE** soft key
2. Press the **CONFRN** soft key — quickly
This opens a new line and puts the first party on hold
3. Dial the number
4. When the call connects, press **CONFRN** again to add the new party to the call

Adjusting the Volume

ADJUST THE RINGER VOLUME

The handset must be in cradle.

- press the [+]**up** or [-]**down** **VOLUME** button
The setting is automatically saved.

ADJUST THE HANDSET, SPEAKERPHONE, OR HEADSET VOLUME

- During a call press the [+]**up** or [-]**down** **VOLUME** button
- To apply the new volume level to all future calls, press the **SAVE** soft key

Settings Button

CHANGING THE RINGER

1. Press the **SETTINGS** button
2. Press **2** for Ring Type
3. Press **SELECT** soft key to choose “Default Ring”
4. Use the **NAVIGATION** button to scroll through the list of ring types
5. To hear samples, press the **PLAY** soft key
6. To set your selection, press **SELECT** > **OK** > **EXIT**

NEED HELP?

USER OPTIONS SETUP

<http://myphone.uwec.edu/>

Enter your username (ALL CAPS) and network password

TECHNICAL ASSISTANCE

Help desk helpdesk@uwec.edu 36-5711

EXCHANGE VOICEMAIL SYSTEM

SETTING UP VOICEMAIL

1. Check your e-mail for Microsoft Exchange message containing your access number and PIN number
2. Press **MESSAGES** or dial the access number
3. Enter your PIN number followed by #
4. You will hear: “Welcome to Setup”
Follow the simple instructions to record your name and greeting. After listening to a playback of your recording, you may re-record your message.

MAIN MENU | CHECKING VOICEMAIL

1. Press **MESSAGES**
2. Enter your PIN number followed by #
3. You will be provided your current status related to voice messages, new e-mail messages, and your calendar.
4. Main Menu choices will then be given.

Press “0” to use touchtone system or say one of the commands below.

- | | | |
|---|--|--|
| 1 | | Voice mail |
| 2 | | E-mail |
| 3 | | Calendar or Calendar for Today or Calendar for Tuesday |
| 4 | | Personal Contacts |
| – | | Directory |
| 5 | | Compose a voice message |
| 6 | | Personal Options |

CHANGING PERSONAL OPTIONS

1. Press **MESSAGES**
2. Enter your PIN number followed by #
3. When asked for selection, say “Personal Options” or press “6”
4. Then follow the menu selections for changing Personal Options.

- | | |
|---|--|
| 1 | Change telephone out of office status |
| 2 | Record Greeting |
| 3 | Change PIN |
| 4 | Switch to/from Touchtone/Voice Interface |
| 5 | Set local time zone |
| 6 | Use 12- or 24-hour time format |

USING THE VOICE DIRECTORY (Auto Attendant)

1. Dial 34-9999 or off-campus: 831-2682
2. When prompted, say the name of the person you wish to reach.
3. When asked say “Yes” or “No” to confirm
4. Responding “Yes” will dial the person’s phone number. Press # to leave voice mail.
5. If you respond “No,” you will be asked to say the name again.

CHECKING VOICE MAIL FROM OFF-CAMPUS

1. Dial your office phone number or 831-2238.
2. When requested enter your PIN number.
3. Follow instructions for checking voice mail.

