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Phone Basics

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

Placing a Call

Users have multiple options in making a call from their IP phone:

- Press the [LINE], [SPEAKER], or [HEADSET] button and dial.
- Press the [NEWCALL] soft key and dial.
- Press a speed dial button.
- Select a number from a directory and press the [DIAL] soft key or lift the handset.
Answering a Call

When using a headset, press the [LINE] button of the incoming call.

When using speakerphone, press the [ANSWER] soft key or the [SPEAKER] button.

Ending a Call

When using a headset, press the [HEADSET] button or the [END CALL] soft key.

When using 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 the handset and press the [PICKUP] soft key.
2. Press the [ANSWER] soft key.

Speed Dial

1. With the handset down, dial the abbreviated number.
2. Press the [ABBRDIAL] soft key.

Placing on Hold

Put a Call on Hold

To put a call on hold, press the [HOLD] soft key.
Return to a Call on Hold

To return to a call on hold, press the [RESUME] soft key.

When there are multiple calls on hold, use the [NAVIGATION] button to select the desired call and press [RESUME].

*NOTE: Calls on hold stay on hold indefinitely.*

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Transferring a Call

1. Press the [TRNSFER] soft key to put a call on hold.
2. Dial the number you want to transfer to.
   
   *NOTE: To transfer to someone's voicemail, dial #8 plus their number.*

3. (Optional) Announce the call.
4. Press the [TRNSFER] soft key to complete.
   
   *NOTE: If the transfer fails, press the [RESUME] soft key to return to the original call.*

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Transferring a Call Directly to Voicemail

To transfer a call to your voicemail, press the [IDIVERT] soft key while the phone is ringing.

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Parking a Call
1. Press the [MORE] soft key.
2. Press the [PARK] soft key.
3. Make a note of the park number.

After 3 minutes, the call will ring back to the phone that placed it in park. If the call is not answered, it will go to voicemail.

**Answering a Parked Call**

Press [#] plus the park number.

**Forwarding Your Calls**

1. Pick up the handset
2. To forward all calls to another number, 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 Voicemail**

1. Press the [CFWDALL] soft key.
2. Press the [MESSAGES] button.

**To Cancel Call Forward**

Press the [CFWDALL] soft key.

**Directories Button**
The directory buttons allow you to access a list of missed, received, or placed calls, as well as the corporate directory.

**Dialing from a Directory Menu**

1. Press the [DIRECTORIES] button.
2. Select the directory.
3. Select the number you wish to call.
4. Press the [DIAL] soft key.

   *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.

   *NOTE: 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.

   *NOTE: You can add up to a total of six lines using this method.*

**Adjusting the Volume**

**Adjust the Ringer Volume**

The handset must be in the cradle. Press the volume button [+] up or [-] down. The setting is automatically saved.
Adjust the Handset, Speakerphone, or Headset Volume

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

Changing the Ringer

1. Press the [SETTINGS] button.


3. Press the [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].

7. Press the [OK] button.

8. Press the [EXIT] button.

Voicemail System

Setting up Voicemail

1. Press the [MESSAGES] button or dial the access number.

2. Enter your PIN number (112233 is the default for 1st time setup) and press the [#]
key.

3. You will hear: "Welcome to Cisco Unity Connection"

4. Follow the simple instructions to record your name and greeting. After listening to a playback of your recording, you may re-record your message.

Checking Voicemail

1. Press the [MESSAGES] button.
2. Enter your PIN number and press the [#] key.
3. You will be provided your current status related to voice messages, new e-mail messages, and your calendar.
4. The Main Menu choices will then be given.

Press [0] to use the touch tone system, or say one of the commands below:

- [2] To send a message
- [3] To Review Old Messages
- [4] Setup Options
- [5] Compose a voice message
- [6] To List meetings
- [*] Exit
- [0] Help

Checking Voicemail From Off-Campus

There are a number of options for checking your voicemail when off-campus. Directions for these two processes are listed below:

Email

This option is available both on- and off-campus. Check your email for voicemail messages. You can listen to these messages using your computer speakers.
Dial your Extension Directly

1. Dial 715-836-XXXX.
2. When instructed to enter your ID, enter your six-digit extension (36-xxxx) followed by "X"
3. You will be instructed to enter your PIN, followed by "#"
4. You will then be able to access your messages as normal

For technical assistance, contact the LTS Help Desk via email at helpdesk@uwec.edu, or call extension 36-5711.