To Make a Call

- Open a line by:
  - Pickup the handset, or
  - Press

- Dial the number
  - using the keypad, or
  - Press a Programmable Speed Dial button
  
  If programmed number is internal it shows \( \text{when busy} \)
  - Press \( \text{OK} \), or Softkey Call, or wait a few seconds

To Answer a Call

- Pickup the handset, or
- Press

To put a Call on Hold

- Press Softkey Hold
- To resume the call press Softkey Resume

Call Forward

You can set forwarding behavior for All, busy, no answer & offline (logged out)

- Press Softkey More (far right) until you see Softkey Apps then press
- Preferences should be highlighted, otherwise use \( \text{A}/\text{V} \)
- Press Softkey Select (or \( \text{OK} \))
- Press \( \text{S} \) or \( \text{V} \) down to get to Call Settings, press Softkey Select (or \( \text{OK} \))
- Call Forward should be highlighted, press Softkey Modify (or \( \text{OK} \))
- Use \( \text{A}/\text{V} \) to move to the call forward mode you want to set/change then \( \text{OK} \)
  - To forward to Voicemail press \( \text{S} \) then \( \text{OK} \)
  - To forward to number press \( \text{S} \) twice, use keypad to enter number, press \( \text{OK} \)
  - To cancel this type of forward highlight Disable, press \( \text{OK} \)

To Transfer a Call

- Press \( \text{C} \), or Softkey Transfer (your caller is now hearing Hold music)
- Enter the destination number (via keypad, or programmed \( \text{OK} \))
- If you want to talk to the person the call is being transferred to first
  - \( \text{OK} \) \( \text{OK} \)
  - If you wish to resume talking to the caller instead, press Softkey Hangup

To Call a Recent number

(who called you or you’ve called)

- Press \( \text{C} \)
- Locate number
  - Use \( \text{A}/\text{V} \) to scroll & highlight numbers
  - Use \( \text{A}/\text{V} \) to move between
  - All Calls (Out \( \text{OK} \)/In \( \text{OK} \)/Missed \( \text{OK} \)) to Missed Calls \( \text{OK} \)
  - When the correct number is highlighted press
    - Softkey Call, or \( \text{OK} \)

To Call a Directory number

- Press \( \text{C} \)
- Locate number
  - Use \( \text{A}/\text{V} \) to move between
    - Your Contacts \( \text{OK} \)
    - Groups \( \text{OK} \)
    - Corporate Directory \( \text{OK} \)
  - To dial highlighted number press Softkey Call, or \( \text{OK} \)

To Call a Directory number

- Press \( \text{C} \)
- Locate number
  - Use \( \text{A}/\text{V} \) to move between
    - Your Contacts \( \text{OK} \)
    - Groups \( \text{OK} \)
    - Corporate Directory \( \text{OK} \)
  - To dial highlighted number press Softkey Call, or \( \text{OK} \)

Voicemail & Directory Dialing

overleaf and
more help online:
servicedesk.scu.edu.au
Record your greeting
- Press \( \text{r} \) to access your voicemail
- Enter your password (default password is 1324)
- Press 3, then 1 and continue to follow the prompts

Forward to Voicemail
You can set forwarding for All, busy, no answer & offline (logged out)
- Press Softkey More (far right) until you see and press Softkey Apps
- Preferences should be highlighted, otherwise use \( \text{a}/\text{v} \)
- Press Softkey Select
- Press 5 or \( \text{d} \) down to get to Call Settings, then \( \text{ok} \)
- Call Forward should be highlighted, press Softkey Modify
- Use \( \text{a}/\text{v} \) to move to the call forward mode you want to set or change, press \( \text{ok} \)
  - To forward to Voicemail press \( \text{v} \) to highlight, press \( \text{ok} \)
  - To cancel this type of forward highlight Disable, press \( \text{ok} \)

Retrieve your messages
- Press \( \text{m} \)
  - Pickup the handset
  - Press 1 to playback your messages
  - Follow menu prompts to replay, save, delete or forward messages

Change your password
- Press \( \text{r} \) to access your voicemail
- Enter your password (default password is 1324)
- Press 3, then 4, then 1 and continue to follow the prompts

Message Waiting Indicator
- When you have a new voicemail message
  - waiting the indicator light on the top of the phone will flash red
  - (note: in bright light it can sometimes be a little hard to see)

Delete messages
- You can delete a message at any point during playback by pressing 7
- Note: Messages that are not retrieved within 42 days will be automatically deleted

Directory Dialing Quick Guide

To access directory dialing
- Press \( \text{l} \)
  - The first screen is your personal contacts
  - Press \( \text{p} \) to access your personal groups
  - Press \( \text{l} \) again to access the Corporate Directory
  - Use \( \text{a}/\text{v} \) to scroll through the list

To search the selected directory
- Enter your search using the alphanumeric keypad.
  - Like texting on older mobile phones press a button in quick succession to access the other values eg press \( \text{w} \) 3 times quickly to type letter ‘c’
  - To enter repeat letters pause entry until the cursor changes back to flashing before entering the next character
  - To change the character set eg enter numbers press Softkey abc to cycle through the options, its label will change to the current character set
    - eg abc becomes ABC becomes #+= becomes 123

To call the selected entry
- Press Softkey Details
- Use \( \text{a}/\text{v} \) to scroll through the list if necessary
- Press Softkey Call

Add a personal contact
- You can add a Corporate Directory listing to your personal contacts for quick access by finding the entry in the Corporate Directory then pressing Softkey +Contact
- You can add also a personal contact that does not appear in the Corporate Directory
  - Press Softkey Add
  - Use the alphanumeric keypad as noted under Searching, arrow keys to move between fields, \( \text{x} \) to delete if you make a mistake
  - Press Softkey Done to save

General instructions
overleaf and
more help online:
servicedesk.scu.edu.au