

SoftKey functions change relevant to the phone status eg making a call, receiving a call, checking voicemail.

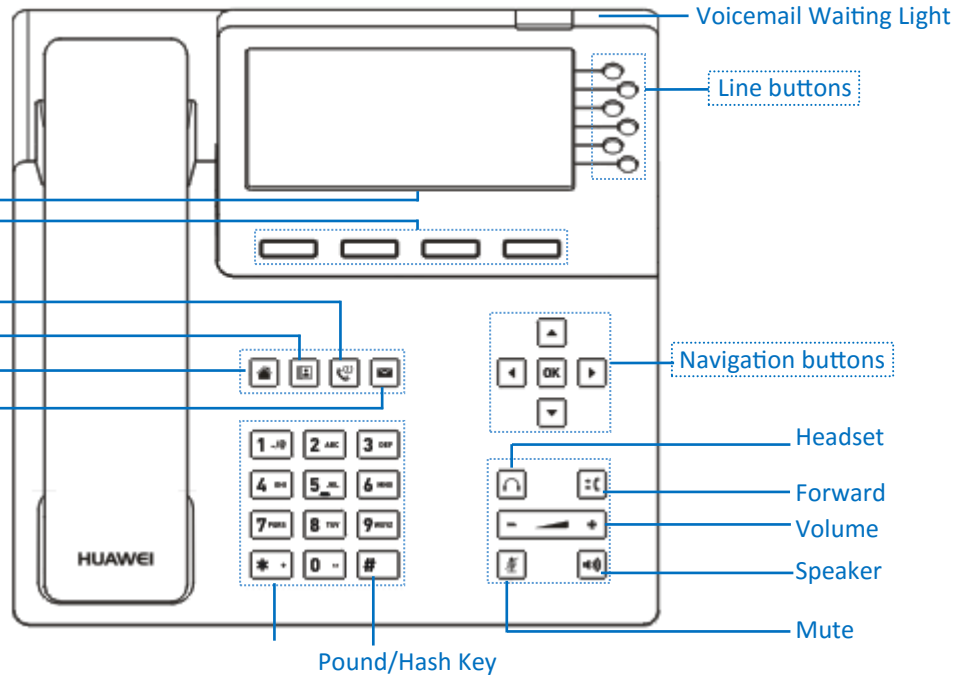
The purpose of each is displayed on the screen above the buttons as relevant.

Soft Key current function display

Soft Keys

- Call History
- Contacts
- Menu Home
- Voicemail

Voicemail & Directory Dialing
overleaf and
more help online:
servicedesk.scu.edu.au



To Make a Call

- Open a line by:
 - ⇒ Pickup the handset, or
 - ⇒ Press
- Dial the number
 - ⇒ using the keypad , or How do you program a button?
See servicedesk.scu.edu.au
 - ⇒ Press a Programmable Speed Dial button
 - If programmed number is internal it shows when busy
 - ⇒ Press , or **Softkey Call**, or wait a few seconds

To Call a Recent number

- (who called you or you've called)
- Press
 - Locate number
 - ⇒ Use to scroll & highlight numbers
 - ⇒ Use to move between
 - All Calls (Out /In /Missed) to Missed Calls only
 - When the correct number is highlighted press
 - ⇒ **Softkey Call**, or

To Call a Directory number

- Press
- Locate number
 - ⇒ Use to move between
 - Your Contacts **Contacts**
 - Groups & Corporate Directory
 - ⇒ Use to scroll & highlight numbers
- To dial highlighted number press **Softkey Call**, or

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 to see **Softkey Apps** then press
- **Preferences** should be highlighted, otherwise use
- Press **Softkey Select** (or)
- Press 5 or down to get to **Call Settings**, press **Softkey Select** (or)
- **Call Forward** should be highlighted, press **Softkey Modify** (or)
- Use to move to the call forward mode you want to set/change then
 - ⇒ To forward to Voicemail press then
 - ⇒ To forward to number press twice, use keypad to enter number, press
 - ⇒ To cancel this type of forward highlight **Disable**, press

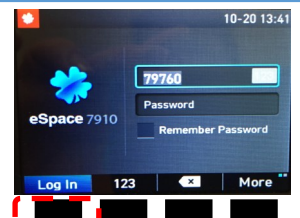
To Transfer a Call

- Press , or **Softkey Transfer** (your caller is now hearing Hold music)
- Enter the destination number (via keypad, or programmed)
- To transfer immediately, press again, or **Softkey Done**, or
- If you want to talk to the person the call is being transferred to first
 - ⇒ wait for an answer, when finished talking press again, or **Softkey Done** to transfer the call
 - ⇒ If you wish to resume talking to the caller instead, press **Softkey Hangup**

To make a call other than to 000, Campus Security (3333) or Technology Services (73698) the phone must be logged in. A phone that is logged out will display this screen


To login, enter your phone number and press the Login button

(If you have International Dialing rights or have specifically requested a password you will need to: enter your phone number, press the down arrow, enter your password, then press Login)











Voicemail Quick Guide

Record your greeting


- Press  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 
- Press **Softkey Select**
- Press 5 or  down to get to **Call Settings**, then 
- **Call Forward** should be highlighted, press **Softkey Modify**
- Use  to move to the call forward mode you want to set or change, press 
- ⇒ To forward to Voicemail press  to highlight, press 
- ⇒ To cancel this type of forward highlight **Disable**, press 

Retrieve your messages

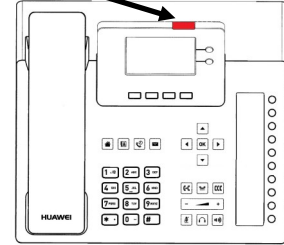
- Press 
- ⇒ Pickup the handset
- ⇒ Press 1 to playback your messages
- Follow menu prompts to replay, save, delete or forward messages

Change your password

- Press  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 
- ⇒ The first screen is your personal contacts
- ⇒ Press  to access your personal groups
- ⇒ Press  again to access the Corporate Directory
- ⇒ Use  to scroll through the list


To search the selected directory

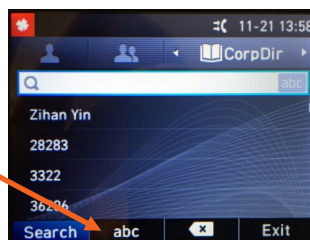
- Enter your search using the alphanumeric keypad.
 - ⇒ Like texting on older mobile phones press a button in quick succession to access the other values eg press  3 times quickly to type letter 'c'
 - ⇒ To enter repeat letters pause entry until the cursor changes back to flashing before entering the 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  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,  to delete if you make a mistake
 - ⇒ Press **Softkey Done** to save



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