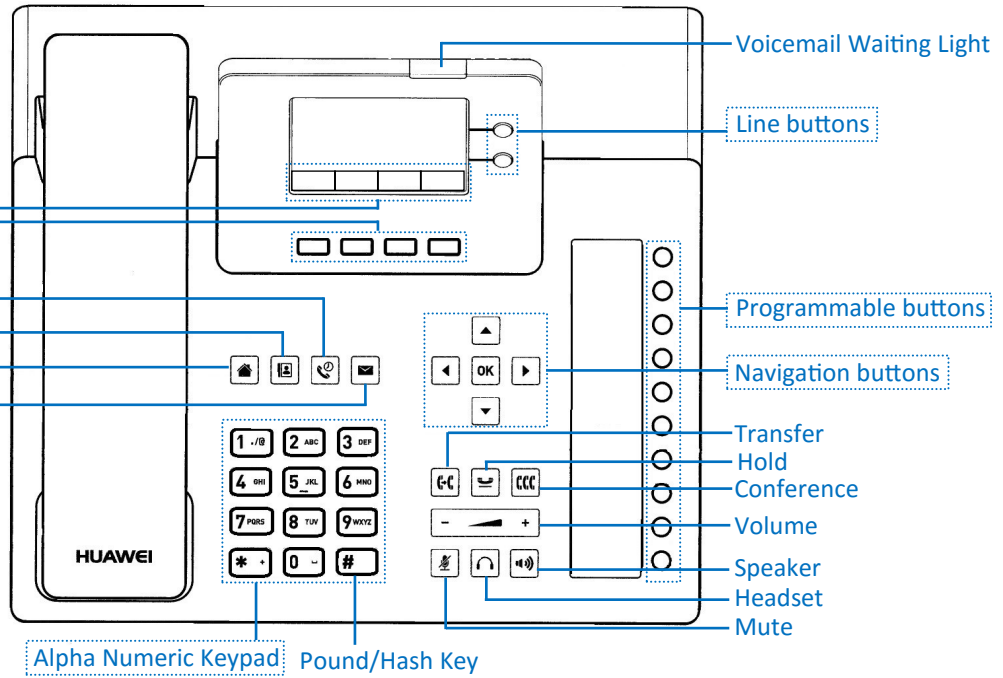







SoftKey functions change relevant to the phone status eg making a call, receiving a call, checking voicemail. The purpose of each is displayed on the screen above the buttons as relevant.













Voicemail & Directory Dialing overleaf and more help online: [servicedesk.scu.edu.au](http://servicedesk.scu.edu.au)










## To Make a Call

- Open a line by:
  - ⇒ Pickup the handset, or
  - ⇒ Press , or
  - ⇒ Press  (if you have a headset)
- 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 , or
- Press  (if you have a headset)

## To put a Call on Hold





- Press , or **Softkey Hold**
- To resume the call press  again or, **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**, then 
- **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 

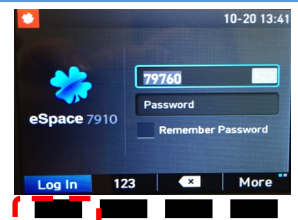
## To Transfer a Call

- 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

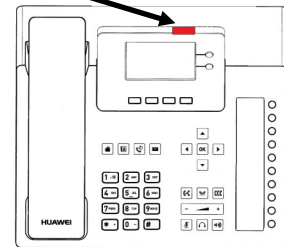
- Press 
- ⇒ Pickup the handset, or
- ⇒ Press  (if you have a headset)
- ⇒ Press 1 to playback your messages
- Follow menu prompts to replay, save, delete or forward messages

## 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

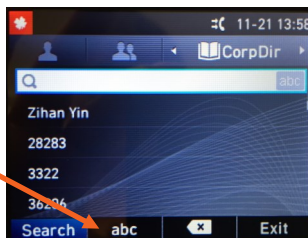
- Enter your search using the alphanumeric keypad.
- ⇒ Like texting on older mobile phones press a button in quick succession to access the other values eg press  3 times quickly to type letter 'c'
- ⇒ To enter repeat letters pause entry until the cursor changes back to flashing before entering the next 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](http://servicedesk.scu.edu.au)