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 Green busy
  ⇒ Press 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
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
  ⇒ When the correct number is highlighted press
    Softkey Call, or OK
To Call a Directory number
- Press EE
- Locate number
  ⇒ Use ↓/↑ to move between
    Your Contacts & Corporate Directory
  ⇒ Use ←/→ to scroll & highlight numbers
  ⇒ To dial highlighted number press Softkey Call, or OK
How do you program a button?
See servicedesk.scu.edu.au
To transfer a Call
- Press [C] or Softkey Transfer (your caller is now hearing Hold music)
- Enter the destination number (via keypad, or programmed)
- To transfer immediately, press [C] 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 [C] again, or Softkey Done
to transfer the call
  ⇒ If you wish to resume talking to the caller instead, press Softkey Hangup
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

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

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 or
- 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

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 or 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