

**To Place an Outgoing Telephone Call:**

- Lift the handset or press SPEAKER key
- If you want to use a line other than Line 1, press a LINE key
- Do one of the following:
  - Dial 9 + area code (local calls) + the number you wish to call
  - Dial 9 + 1 + area code (long distance calls) + the number you wish to call
  - OR Press a SPEED DIAL key
  - OR Press REDIAL key

**To Place an Internal Telephone Call:**

- Lift the handset or press SPEAKER key
- Dial extension number at Nipissing University

**To Answer a Call**

- Do one of the following:
  - Select the programmable line key for the ringing line that is flashing
  - Lift the handset or press SPEAKER key

**To End a Call**

- Do one of the following:
  - Press CANCEL (x) key (as seen below)
  - Replace the handset
  - Press the key that you have programmed as CANCEL
  - If you are in Handsfree mode, press SPEAKER key

**Diagram of Keys on IP Phone**

### To Place a Call on Hold

- Press the red (HOLD) key
- Note: You can only retrieve a call from HOLD when the phone is idle

### To Retrieve a Call from Hold

- Press the associated flashing LINE key. The LINE key changes from flashing to lit solid.
- Lift the handset and press the flashing line key
- Or transfer the call

### To Reconnect with Caller

- Press the flashing line key

### Transferring a Call

- With caller on the line, press TRANS/CONF on your phone set (arrow with three people key)
- Dial the appropriate extension number or outgoing telephone number
- Then hang-up or announce the transfer and then, hang-up to transfer call
- Press Cancel to return to caller if needed

### Conferencing Calls

- With a caller on line, press TRANS/CONF on your phone set (arrow with three people key)
- Dial second party (internal or external)
- Wait for an answer, repeat if adding more callers
- Press TRANS/CONF to bring all parties together

### To Disconnect from a Conference Call

- Hang-up

### Ringer Adjust

- Volume – press \* to adjust – press ARROW key to change the volume and press # to SAVE
- Pitch – press \* to adjust – press ARROW key to change the pitch and press # to SAVE

### Handsfree Operation

#### To Use Handsfree Operation to Make Calls:

- Press a LINE key
- Dial the number or extension
- Your phone's Handsfree microphone and Handsfree speaker will transmit and receive audio

### **To Hang-Up While Using Handsfree:**

- Press the SPEAKER key

### **To Switch Between Handset and Handsfree:**

- To go from handset to handsfree mode:
  - Press SPEAKER key.
  - Hang up the handset. Use the handsfree speaker to communicate with your party
- To go from handsfree to handset mode:
  - Lift the handset, and use it to communicate with your party.

### **To Mute the Microphone during a Handsfree Conversation:**

- Press the MICROPHONE key (the LED indicator light turns OFF) The caller cannot hear you now

### **To Re-Enable the Microphone and Return to the Conversation:**

- Press the MICROPHONE key (the LED indicator light turns ON)

### **To Disable Handsfree Operation:**

- Lift handset (you are now speaking over the handset)

### **To Return to Handsfree Operation:**

- Press the SPEAKER key
- Hang up receiver

## **Superkeys**

### **Phonebook:**

- Press the key programmed as PHONEBOOK
- Enter the name of the desired party, as follows:
- For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times.
- Use the <— softkey to correct errors
- If required, press —> softkey to add a space between the first and last name.

### **Call Forward:**

- You can redirect your incoming and external calls to an alternative number (pre-programmed to voicemail)

### **To Turn Call Forward On and Off (once it has been programmed):**

- Press the CALL FORWARD ALWAYS key to turn ON or OFF
- (When red light is on, CALL FORWARD ALWAYS is on)

### **To Program Call Forwarding:**

- Press the blue SUPERKEY on the right beside display screen
- On the Telephone's Display Screen, press CALL FORWARDING (Default)
- Enter extension number that you wish call to be forwarded i.e., 4209
- Press ACTIVATE (on Display Screen)
- Press CLOSE (on Display Screen)
- Repeat to put back Call Forward Always to voicemail – Enter extension “7401”

### **Speed Calls:**

#### **To Program Speed Calls:**

- Press blue SUPERKEY
- Press SETTINGS on the Call Display
- Press PROGRAMMABLE KEYS on the Call Display
- Press the key you wish to program, If it's already programmed, press CLEAR KEY
- Press SPEED CALL
- Press EDIT LABEL and enter the label for the Speed Call
- Press SAVE
- Press EDIT NUMBER and enter the phone number for the Speed Call:
- The maximum length is 26 characters
- 0-9, # and \*. Pause and Flash are not allowed
- You can use dial pad to enter the number
- Press SAVE, and then press SAVE again
- Press CLOSE and then press CLOSE again

#### **To Use a Speed Call Key:**

- Lift the handset or select line key
- Press the appropriate SPEED CALL key

**To Clear Programming from a Key:**

- Press blue SUPERKEY
- Press SETTINGS
- Press PROGRAMMABLE KEYS
- Press the key you wish to clear
- Press CLEAR KEY
- Press CLOSE

**Please Note:** If you are unable to program a key on your phoneset, your phoneset has been programmed with the DURESS feature. Please notify Telecommunications department by email at [telephones@nipissingu.ca](mailto:telephones@nipissingu.ca) with your request for changes.