

Overview of Buttons



ANSWERING A CALL

Lift the handset or press the speaker button for a hands-free call. You may also choose to push the soft key next to “Take Call” to accept the call or “Reject Call” if you are unable to answer and need to stop the phone from ringing.




Incoming Call Icon will be flashing at the top right or top left corners of your screen when a call is coming in.



Call in progress Icon will be displayed when in active conversation.

ANSWERING A SECOND CALL DURING A CONVERSATION

When you are on a call and a second call comes in you will hear a beep and see the incoming call icon  in the opposite corner of your display. Press the corresponding soft key to answer the call. **The first call will automatically be placed on hold and you will see a musical note icon appear next to that soft key.** To return to the original call simply press the soft key next to the musical note icon. The second call will be placed on hold and you will be reconnected to the original call. You can toggle back and forth between your calls.

MAKING AN EXTERNAL CALL

Lift the Handset or press the speaker button and dial 9 for an outside line.

TRANSFERRING A CALL


While you are on an active call, dial the extension number or external number you wish to transfer to (or you can use the QWERTY keyboard on your set to look up the extension in the directory). The caller will automatically be placed on hold.

For a Blind Transfer: Press the F2, “transfer” key and hang up.

For an Announced Transfer: Wait for the person to whom you are transferring the call to answer, announce the call and then press the F2, “transfer” key and hang up.

For a Transfer Directly to Voicemail: Press the F2, “transfer” key, dial the extension you wish to transfer to, followed by the number 8 and hang up.

PUTTING A CALL ON HOLD

To place an active call on hold simply press F1, “hold” button (located next to the transfer key) or press the soft key next to your active call icon.  You will then see a flashing music note next to the name of the caller. In order to return to the call simply press the line key next to the music note. **Note: If you place a call on hold and then hang up your receiver, the phone will ring back to alert you that you have a call holding.**

REDIAL

To call back the last number that you dialed press the Redial button for a short press.

Press and hold the Redial button for approximately 2 – 3 seconds to display a list of the last few numbers that you have dialed on your display. Press the soft key next to the number you wish to call back.

CONFERENCE CALL

Call the first party. Once they answer use the down arrow on your navigator and press the CONF button. Dial the number of the 3rd party (This may be an on-campus extension or an off-campus call) you wish to conference in. Once they answer, press the button associated with CONF in your display. You have now created a 3-party conference call. After a Conference Call is established you can disconnect the 2nd party added by pressing the END CONF soft key on your display. This will bring you back to the first caller. Press End or hang up the handset to end the call. If you hang up while in conference without pressing END CONF the other 2 parties may continue their conversation.

DIAL-BY-NAME

Using the QWERTY keyboard on your telephone set you can look up your associates’ extension numbers by name. To look up by last name, type the first few letters of the party’s last name and then press the soft key next to Name on your display. To look up by initials, type in the party’s first and last initials then press the soft key next to Initials on your display.

FORWARDING CALLS TO ANOTHER NUMBER

In the top right corner your display you will see a circular arrow. Press the soft key associated with the arrow. You will then have the following choices:

Immediate fwd – This will send calls directly to the station number you program without ringing your set. To activate press the associated button IMM FWD and dial the station number you wish your phone forwarded to.

Immediate fwd to voicemail - Press the associated button IMM FWD VM to have all calls immediately go to Voicemail without ringing your set. This feature is often referred to as “Send All Calls.”

Other Forward - pressing this button will bring up an additional list of options

- Immediate Forward - press the associated button and dial the number you wish your phone forwarded to.
- Forward on Busy - press the associated button and dial the number you wish your phone forwarded to under busy conditions.
- Forward on No Answer - press the associated button and dial the number you wish your phone forwarded to under no answer conditions
- Forward on Busy/No Answer - press the associated button and dial the number you wish your phone forwarded to if you are on the phone or cannot answer.



The Forward Icon will be colored in and swirling when your telephone set is in forward mode.

CANCELING FORWARD

To cancel the forwarding press the soft key associated with the circular arrow. Press the soft key associated with the Deactivate on your screen, then press End.

CALL PICK UP

To pick up a specific ringing extension from another set dial feature code *72 then enter the extension of the call you would like to answer. Note: you must pick up the call before it is forwarded to voicemail – typically four rings. For example, to pick up ext 3222 you would dial *72 then 3222.

If part of a Pick Up group you may answer any ringing phone in the group by dialing *73.

PARKED CALLS

You may park calls to an extension to be picked up from that or another location. To park a call dial the feature code *75 and the extension you would like to park the call to. If you dial *75 and hang up before dialing the extension it will automatically be parked to your extension. To pick up the parked call from the extension it is parked to you may dial *75 and you will be connected to the call. If picking up the call from an extension other than the one it is parked to you will need to dial *75 and that extension.

CHECKING MESSAGES INTERNALLY

The orange Envelope button will illuminate and flash when you have a message. There are 3 different types of messages that can be received with these phones.

Voice Messages- This is your voicemail

Text Messages- These can be from anyone on your system.

Call Back requests- An internal caller may request a call back by pressing the soft key Call Back when placing a call. This allows you to call them back without having to listen to a voice message.

Any of these types of messages will cause your Envelope button to illuminate and flash. You must check or delete them to make the light go off.

CHECKING A MAILBOX OTHER THAN YOUR OWN

Dial extension 3555 and press *#. You will be prompted to enter the mailbox (extension) number you request and then the password.

CHECKING MESSAGES EXTERNALLY

Dial 636-481-3555. You will be prompted to enter your mailbox (extension) number and then password.

SENDING MESSAGES TO MULTIPLE RECIPIENTS

Access your mailbox (extension) either internally or externally. To send a message, press 2. Record your message and press # when finished. Follow the prompts to enter a destination mailbox (extension) followed by #. Enter additional recipients, each followed by #. When complete, press * to exit.

PROGRAMMING YOUR PERSONAL DIRECTORY

To program a speed dial:

Press an unassigned key on your screen

Press Speed dial

Enter the number (remember to add 9 if it is an external number).

Enter the Name (Label/Mnemonic) using the QWERTY keyboard on your telephone set you wish associated with the number

Press the soft key next to Apply on your display

To Modify or Delete a Speed Dial Number:

Press the "i" button located to the right of your silver navigator.

Press the soft key associated with the speed dial you want to modify or delete.

Select the soft key next to Modify or Delete on your display.

Choose Modify to change the name or number or Delete to delete the speed dial

When finished, press the soft key next to Apply on your display

CALLING USING YOUR PERSONAL DIRECTORY

Press the soft key associated with the number you want to dial on your screen.

~~Please dial the Information Technology Helpdesk at extension 3182 for all requests with telephone assistance.~~