FEATURE BUTTONS

Navigation Bar & Select Button
Application Button
Transfer Button
Hold Button
Speaker Button
Volume Button
Mute Button
Redial Button
Return Menu Button

PLACE A CALL
Use one of the following methods to place a call:
- Lift the handset and dial the number
- Dial the number and lift the handset or press the speaker button
- Local off campus, dial 8 then 7 digit number
- Long distance, dial 8 + 1 + 7 digit number
- International, dial 8 + 011 + country code + city code + number

REDIAL A NUMBER
- Press the redial button.
- To place the call, get a dial tone on the line, then press the redial button.

HOLD A CALL
- To put a call on hold, press the hold button.
- To resume the call, press hold button.

MUTE A CALL
- To turn the mute on, press the mute button.
- To turn the mute off, press the mute button the second time.

CALL FORWARD ALL
To forward all incoming calls to another extension:
- Press the center button of the navigation button.
- Select “Call Forward All” option.
- Press the center button of the navigation button.
- Enter the last 5 digits of extension to forward your calls or enter 6-9999 to forward to voice mail.

TO TURN OFF CALL FORWARD
- Press center of navigation button.
- Select Call Forward All.

CONFERENCE CALL
- Dial 1st party
- Wait 3 seconds, press hook flash button to place 1st party on hold
- Dial 2nd party, wait 3 seconds then press hook flash button again to bridge all parties.

NOTE: Hook flash button is the button located on the receiver cradle of your phone.

MANAGE CALL WAITING
Call Waiting provides cues to notify you that a new call is ringing on your phone when you are talking on another call.
- To answer 2nd call, press hold button.
- Your phone automatically puts the original call on hold and connects the ringing call.
- Unanswered calls are routed to voice mail (if available).

TRANSFER A CALL
- Press transfer button to put the first call on hold and initiate a new call.
- Press the transfer button the second time to finish the transfer.

CALL PICK UP
Call pickup allows you to answer a call that is ringing on another phone by redirecting the call to your phone.
- Press the center button of the navigation button.
- Arrow down using navigation button to 3PickUp.
- Press center of navigation button to answer call.

CALL WAITING PROVIDES CUES TO NOTIFY YOU THAT A NEW CALL IS RINGING ON YOUR PHONE WHEN YOU ARE TALKING ON ANOTHER CALL.
- To answer a new call, press hold button.
- Your phone automatically puts the original call on hold and connects the ringing call.
- Unanswered calls are routed to voice mail (if available).

SELECT THE RING TYPE
- Press the applications button.
- Using navigation arrows up/down.
- Select preferences.
- Press middle key of navigation button to select ring tone.
- Press middle button of navigation button.
- Highlight the ring you want, and then press the middle button of navigation button.
- Press the application button to exit.

VIEW CALL HISTORY
- Press the applications button.
- Use middle soft key of navigation button to scroll and select the desired call list.
- Press the navigation button or:
- Press 1 on the keypad for missed calls.
- Press 2 on the keypad for received calls.
- Press 3 on the keypad for placed calls.
- Press the applications button to exit.

PLACE A CALL FROM CALL HISTORY
- Follow “view call history” instructions to desired history field.
- Once desired selection is on screen, press the navigation middle button to call that number.

RETRIEVE VOICE MESSAGES
- Look for a solid red light on your handset.
- Listen for a stutter tone when you lift the handset.
- Press center of navigation button.
- Arrow down to voice mail access.
- Press center navigation button and follow prompts.

ADJUST THE VOLUME FOR THE CURRENT CALL
During a call, press the + or - on the volume button to increase or decrease the volume respectively.

ADJUST THE RING VOLUME
Press the + or - on the volume button while the handset is in its cradle and the phone is idle.

VIEW CALL HISTORY
- Follow “view call history” instructions to desired history field.
- Once desired selection is on screen, press the navigation middle button to call that number.
VOICE MAIL SERVICES

INITIAL SET UP
• PRESS CENTER OF NAVIGATION BUTTON
• USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS
• ENTER DEFAULT PIN THEN #. (DEFAULT PIN IS 88003#)
• PLEASE FOLLOW SYSTEM INSTRUCTIONS FOR THE FOLLOWING: • RECORD YOUR NAME. • SET A NEW PIN. RECORD YOUR GREETING
• PLEASE WAIT UNTIL YOU HEAR "YOU HAVE FINISHED ENROLLMENT" THEN HANG UP

TO CHECK MESSAGES FROM YOUR TELEPHONE:
• PRESS CENTER NAVIGATION BUTTON
• USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS
• ENTER YOUR PIN THEN # AND FOLLOW PROMPT
• NEW MESSAGES WILL START TO PLAY
• FOLLOW PROMPTS TO MANAGE INDIVIDUAL MESSAGES

TO CHECK MESSAGES FROM OUTSIDE THE OFFICE:
On-Campus  DIAL 6-9999
Off-Campus  DIAL 575-646-9999
• WHEN THE GREETING BEGINS TO PLAY, PRESS *
• ENTER LAST 5 DIGITS OF YOUR EXTENSION NUMBER (ID), THEN PRESS #
• ENTER YOUR PIN THEN PRESS #
• FOLLOW PROMPTS TO LISTEN AND MANAGE YOUR MESSAGES

TO CHANGE YOUR RECORDED NAME:
• PRESS CENTER NAVIGATION BUTTON
• USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS
• ENTER YOUR PIN THEN PRESS #
• PRESS 4 >3 >2
• AT THE TONE, RECORD YOUR NAME, OR PRESS * TO KEEP THE CURRENT RECORDING

TO CHANGE YOUR PIN:
• PRESS CENTER NAVIGATION BUTTON
• USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS
• ENTER YOUR CURRENT PIN THEN PRESS #
• PRESS 4 >3 >1
• ENTER A NEW PIN AND PRESS #
• ENTER THE NEW PIN AGAIN TO CONFIRM

TO RECORD A GREETING:
• PRESS CENTER NAVIGATION BUTTON
• USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS OR DIAL 6-9999 FROM YOUR PHONE
• ENTER YOUR PIN THEN PRESS #
• PRESS 4 >1> 1
• AFTER YOUR CURRENT GREETING, PRESS 1 TO RERECORD NEW GREETING
• PRESS #
• FOLLOW PROMPTS

TO RECORD AND EDIT AN ALTERNATE GREETING:
(You can enable or disable only your alternate greeting by phone.)
• PRESS CENTER NAVIGATION BUTTON
• USING ARROW KEYS, ARROW DOWN, SELECT VOICE MAIL ACCESS OR DIAL 6-9999 FROM YOUR PHONE
• ENTER YOUR PIN THEN PRESS #
• PRESS 4 >1> 3
• PRESS 3 FOR ALTERNATE GREETING
• PRESS 1 TO RE-RECORD YOUR ALTERNATE GREETING
• PRESS #
• FOLLOW PROMPTS
• PRESS 3 TO TURN ON AND FOLLOW THE PROMPTS
• PRESS * TO EXIT

TO REPLY TO A MESSAGE:
• AFTER LISTENING TO THE MESSAGE, PRESS 4. RECORD A REPLY.
• PRESS # TO SEND THE REPLY, OR PRESS 1 FOR MESSAGE OPTIONS
• FOLLOW THE PROMPTS TO HANDLE THE ORIGINAL MESSAGE

TO FORWARD A MESSAGE:
• AFTER LISTENING TO THE MESSAGE, PRESS 5.
• FOLLOW PROMPTS TO ADDRESS AND FORWARD THE MESSAGE
• PRESS # TO FORWARD THE MESSAGE AS IS OR:
  • PRESS 2 TO RECORD AN INTRODUCTION, OR
  • PRESS 3 FOR MESSAGE OPTIONS

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