University of Guelph
Phone Features Guide

Call Hold:

To place a call on hold press the Hold softkey. To reconnect with the call, press the Resume softkey.

Call Transfer:

To transfer a call to another extension press the Transf.. softkey. At the dial tone, dial the other extension, announce the call and hang up.

To transfer a call to a voicemail box press the Transf.. softkey, then press *77 and the extension, then hang up.

Redial:

Press the Redial softkey to dial the last number that you called..

Call Pickup:

To pick up a call ringing at another phone in your group, lift the handset and press the More softkey. Then press the Pickup softkey, followed by the Answer softkey. Advanced pick up features are described online.

Conference Calling:

To conference up to eight parties (including the conference call initiator) press the More softkey then the Confrn softkey. At the dial tone dial another extension or number. Announce the call. Press the Confrn softkey to join all parties.

If a party doesn't answer or doesn't want to join press the EndCall softkey, then the Resume softkey. To remove yourself from the conference, press the Hold softkey. To remove the last called party, press RmLstC.

Call Park:

To Park a call, press the More softkey during an active call then press the Park softkey. Take note of the 5 digit park number in the display then hang up. Retrieve the call from any phone by dialing the park number.

Having problems with your phone? Call: x58888, option 4

UNIVERSITY OF GUELPH

CCS Computing & Communications Services

New Phone Features

This booklet will provide you with basic instructions on how to set up and use your phone. More detailed information and tutorials can be found at www.uoguelph.ca/ccs/phone

Softkeys:

There are four softkeys which are found directly under the LCD screen. The function of these keys will be displayed on the screen and will change dynamically, depending on your call status.

Ring/Voice Volume:

To adjust the handset, speakerphone or headset volume just press the up or down volume button while the phone is in use. To save your new volume setting, press the save softkey on the display.

To adjust the ringer volume, press the up or down volume button while the handle is in the cradle. You will hear a sample ring and can continue to press the volume button until the desired level is reached.

Scroll Key:

The scroll key is found directly under the softkeys. It is used to scroll up or down within the display window options.

Messages:

When your line is busy or unanswered after 15 seconds, and you subscribe to voicemail, the caller will be transferred to voice mail. To check voice mail press the Messages button.

To retrieve a message:
On campus but not your phone: Press the Messages button or dial x40000
Off campus: You have the option of dialing either of the following numbers. Both numbers will reach the same voice mail system.

   Guelph 519-824-4120
   Kemptville 613-258-8336

Press the ✱ key when you hear the "welcome" greeting. Entre your ID number (which is your extension). Enter your password, then follow the prompts.

Services:

Provides access to available phone services. These will change as additional functions are made available.

Settings:

Displays settings on your phone's LCD screen, plus options for adjusting your phone's ring type and screen contrast.

Directories:

You will be able to access four different directories by pressing the Directories button. A Dial softkey allows dialing from each directory entry.
1. Missed Calls
2. Received Calls
3. Placed Calls
4. Campus Directory

The first three directories are a record of call activity on your phone. The Campus Directory allows you to search the University of Guelph online directory from your phone.

Speaker:

Every phone has speaker phone capability.
The speaker button toggles the speaker on or off.

Mute:

To mute the handset, press the mute button. To disengage mute, press mute again (The mute button will glow red when active). Mute will prevent the caller from hearing you or something/someone else in the room.

Headset:

When using an unamplified headset, plug the headset into the headset jack on the underside of the phone and then press the headset button. If using a cordless headset follow the documentation provided with the set.

Help:

Displays help on your LCD screen for a phone button or function. To access Help about a specific button or softkey, press the ? button once, then the button you wish to learn about. To learn about a feature, select the feature from Directories, Settings or Services and press the ? button twice quickly.

Call Waiting:

While on a call you will hear a call waiting tone and see caller ID information on the phone's screen indicating another incoming call. Press the Answer softkey to answer the new call. The original call will be put on hold. To return to the original call, use the scroll key to select the call, then press Resume. The second call will be placed on hold while you return to the original call

Call Forward:

When the phone is idle press the CFwdALL softkey and then dial the destination extension. To forward calls to Voice Mail press CFwdALL and then the messages button. To cancel call forward, press CFwdAll again. This method is only available on the primary line. More call forward options are available online.