VoIP Basic Phone Functions Quick Reference Guide

Dialing Options
- **Off-hook dialing:** Lift handset and dial the number.
- **Predialing:** Enter the number you want to call. To initiate the call, either pick up handset, or press the Dial soft key (Dial soft key will initiate the call on the speakerphone if the handset is *not* picked up).
- **On-hook dialing:** Press the Speaker button, then dial the number you want to call.

**Note:** For off-campus calls, press 8 first, then the number. For on-campus calls, enter the person’s 5-digit extension.

**Hold**
- To activate
  - During a call, press the Hold soft key.
- To return to the call
  - Press the Resume soft key.

**Redial**
- Press the Redial soft key to dial last number called or lift handset and press the Redial soft key.

**Call Waiting**
While on an active call, and a second call comes in, you will hear a beep and the ID of the second call will appear on the display.

To answer the second call
1. Press Answer soft key, which answers the second call and places the first caller on hold.

To return to the first call
If the second call hangs up or you press EndCall soft button, the first caller is still on hold.
1. Press Resume soft key to connect to the first caller.

If the second caller is still on the line
- Use the Navigation up/down key to highlight the first call.
- Press the Resume soft key to reconnect with caller. The second call is now on hold.

**Call Forward**
Forward all incoming calls to another number or your voicemail.

To activate
1. Press the CFwdALL soft key.
2. Dial the number to which you want to forward all calls.

**Note:** For an off-campus number, press 8 first, then the number. If to voicemail, dial 47474.

To cancel
1. Press the CFwdALL soft key.

**Call Transfer**
Transfer a call to another on-campus telephone number.

To transfer a call
1. With a call in progress, press the Transfer soft key.
2. Dial the number to which you want to transfer the call.
3. When you hear ringing, either press the Transfer soft key again, or when the party answers, announce the call and then press Transfer.
4. Hang up to end your participation in the call.

To return to caller when busy or no answer
1. Press EndCall soft key.
2. Press Resume soft key.

**For more information, go to:**
http://oithelp.nd.edu/phone-and-tv/voip
**To Transfer a Call Directly to Voicemail**

1. With a call in progress, press the **Transfer** soft key.
2. Press * key.
3. Enter the person's extension.
4. Press **Transfer** soft key.

**Send a Call to Voicemail (iDivert)**

- When a call comes in, press **iDivert** to immediately divert a call to your voicemail.

**Do Not Disturb (DND)**

Use the **Do Not Disturb** button on your phone to mute your phone's ring. Instead of a ring you will hear a brief beep and will see the incoming call on the LCD panel. You may answer the call or allow the call to roll to your voice mail.

- To turn on/off DND, press **More** soft key, then press **DND** soft key.

**Call Join**

When on an active call, you can "join" two calls into a conference call.

**Conference Calls**

Set up a conference with up to eight other parties on or off campus.

**To activate**

1. With a call in progress, press the **Conf** soft key. This opens a new line while placing the other party(ies) on hold.
2. Place a call to another party.
3. When the call connects, press **Conf** again to add this party to the call.
4. Repeat the first three steps to add another caller.

**To remove a person from the conference call**

1. Press **ConfList** soft key.
2. Use the **Navigation up/down** keys to select the person to remove from the call.
3. Press the **Remove** soft key.

**Park a Call & Retrieve It**

Park a call is used to retrieve a call you placed on hold from any IP phone. A park position number is needed to retrieve the call from another IP phone.

**To park a call**

1. On an existing call, press **More** soft key, then press **Park** soft key. The call is automatically placed into a park position.
2. Write down the park position number.
3. Hang up receiver.

**To retrieve a parked call**

1. Pick up handset from another IP voice phone.
2. Dial the park position number to which the call was parked. You are now connected.

**Display Missed/Received/Placed Calls**

To display calls you missed, received, or placed:

1. Press the **Directories** button.
2. Use the **Navigation up/down** key to highlight the directory that you would like to display.
3. Press **Select** soft key.
4. Scroll to desired call.
5. You can press **Dial** soft key to call the individual, otherwise press **Exit** soft key until back to main display.

**To delete a number from the list of missed, received, or placed calls**

1. While in either the missed, received, or placed call list, use the **Navigation up/down** keys to select a number to delete.
2. Press the **Delete** soft key.

**CAUTION:** Only press the **Clear** soft key if you want to remove all the numbers in the list.

**Distinctive Ring per Line**

Set a distinctive ring for each line on your phone.

**To Set Ring Type**

1. Press the **Settings** button on your phone.
2. Select **User Preferences**.
3. Select **Rings**.
4. Use the **Navigation up/down** keys to scroll down the list to select the line to change the ring type, and press the **Select** soft key.

**Note:** If you only manage 1 line, select **Default** from the list, then press the **Select** soft key.

5. Use the **Navigation up/down** keys to scroll down the list of ring types.
6. Press **Play** soft key to hear the ring type.
7. Press **Select** to confirm the highlighted ring type.
8. Press **Save** soft key.
9. Once saved, press **Exit** soft key until back to main display.

**For more information, go to**

http://oit.help.nd.edu/