Telephone User's Guide
Updated March 2015

To make a long-distance call with your dept'l Auth Code: You must dial *6* +auth code + # and you will get two small beeps on your handset with your display reading either "Authoriz Code OK" or "Wrong Authorization Code". If you get an OK and continue to dial, you will continue to hear those beeps until the last digit is dialed and the call goes out to the public exchange.

Message Waiting/Voice Mail Light: Your message waiting light will light up when you have a message waiting.

Conference Calling: You must use the button labeled **Conference** on your phone. Users of the larger phone sets will see the word "Conference" in their display immediately above a soft key that can be used to conference two or more callers. The smaller phone uses a function key permanently marked 'Conference'.

Speakerphone: All new IP phones are speakerphone-ready.

Locked feature set: The function set of the IP telephone is fixed in programming, so there is no way to customize features on the instrument without changing the function of ALL instruments. We expect this limitation to be removed in later releases of software. The only cool feature we have on the larger version of the phone that the small version is currently lacking is an ability to see the record of the last 10 calls you've placed. On the large set this is a "soft key" function and does not require a button. On the small sets it not only requires a button, but if you miss a call, the function light of that button lights and stays ON until you review you calls. We've decided that, at least for now, you may well wish to take advantage of the two "spare" buttons and not be annoyed by a light that cannot be quickly extinguished that is of questionable value to the majority of our users. But we do expect to see some changes in these instruments as software is updated, so stay tuned!

Echo on local calls: On calls to our local calling area, you may experience a second or two of echo when the call completes. This is not a fault of the phones, but it is a defect in the local telephone network that is exacerbated by the new equipment. We are continuing to work with our local phone companies to relieve this problem but understand that we ALL are experiencing this issue, and we continue to work toward a resolution. This is not happening as often as it did originally but it still occasionally occurs.

"Free Seating" – With the new system, you have the ability to take your phone number with you. You can actually log a phone OFF and log another phone ON as your extension – this may be useful if you are working in another office

for some period of time. However, it's important that you realize what the feature does:

1. First, when you log on as your extension from another location, it automatically logs the phone on your desk OFF. It is necessary to log back on to your phone when you return to your office.
2. The phone "remembers" the last extension number that logged in, so if you've logged into a phone as a different number, it's a good idea to put it back the way it was once you're done, 'cause what will happen is that someone will want to use the phone, see it's logged off, and press the button to log it back ON, thereby logging you OFF again, starting a tug-of-war for who actually owns the number! Instructions for common operations follow in this document.
3. If you permanently move to another space, you still need to tell us so we can update our 911 records. We want emergency services personnel to find you should you call!

Volume Control: Volume on your handset can be adjusted by keys on your phone. Speakerphone volume and handset volume are adjusted separately. If you have problems hearing, there is an option to further boost the unit's volume. Call us for details.

User Profiles: Multiple user profiles can be established to allow the phone to behave in different ways. The 'standard' profile will cause the phone to work like the "old" system; the phone will ring for 20 seconds, then if unanswered your call will be diverted to your voicemail box. If you spend a lot of time in another room or another area of campus, your phone can be set with a different profile that would allow it to ring first in a different area, then to your desk, then to voicemail…. the possibilities are fairly expansive. We even have a limited ability to forward calls to your personal cell phone! If you log your phone OFF the last profile you selected will remain active. If multiple User Profiles interests you give us a call.

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To LOG ON a phone: If phone's display reports "User not logged on! Log on with XXXX" or is logged on with the wrong phone number, you need to use this procedure.. If the XXXX is your telephone number, press the **Speakerphone** button and you'll be logged-in. If the XXXX is NOT your telephone number, use the keyboard to enter your 4-digit number them press the **Speakerphone button** – the display will change to "Profile 1, -the identified name- and extension number.

To LOG OFF a phone: You may wish to log off when you leave, as this will stop your phone from ringing and will send messages directly to your voicemail. Press the **C** key and hold it for about 3 seconds. Display will change to "Log Off?". Press the **Speakerphone** key within 5 seconds to log off. If you

take no action within that time limit the phone will return to its previous logged in state.

To REBOOT a phone: Yep, these phones are microcomputers and we may ask you occasionally to reboot your phone to resolve a problem. If we ask you to reboot your phone: Press the **Mute**, the **Clear** and the **#** key simultaneously, and hold for 2 seconds. Your phone will go through a reboot cycle and come up in a Logged OFF state. The phone should change to a Logged ON state within approximately ten seconds. NOTE: If your computer is attached through your phone (two cables going to your phone), your computer will go off-line while the phone reboots!

To program a function key: You can program an unused key to call frequently-dialed numbers. Here's how:

1. Press the 'Settings' button (top right function key). The settings key light will light.
2. Press the + key once to move the display to **"Programmable Keys"**. Press the **Speakphone** key to open this service. The display will change to "**Programmable Keys – Press the key to program**.
3. Press the button you wish to program.   The display will show what programming, if any, is already on this key. To change it, press the digit string you wish to enter – if you make an error, the "-" key will act as a back space. When satisfied with the changes you've made, Press the **Speakerphone** key again. The display will reflect the changes you've made, and several seconds later if you take no further action will revert to the "**Program Keys**" screen you initially saw. If you are satisfied with your changes, press the C key to back out of the menus until the Setting light is extinguished.