Basic Features

Note: The display screen will change to sleep mode after 9:00 PM and on weekends. To activate the screen during the off times, just lift the receiver.

Switch Handset and Speaker

- **Handset to speaker** - press the **Speaker** button and hang up the handset
- **Speaker to handset** - lift the handset

Place an Internal Call

- Press an unlit line button and dial a number (you’re on speaker), or
- Lift the handset and dial a number, or
- Press the **Speaker** button and dial a number, or
- Press the **New Call** softkey and dial a number, or
- To place a missed, received or placed call, press the **Directories** button, scroll to **Missed Calls**, **Received Calls**, or **Placed Calls**, press the **Select** softkey, scroll to a listing, then press the **Dial** softkey and lift the handset
- To dial the last number called, press the **Redial** softkey to activate the speakerphone, or lift the handset and press the **Redial** softkey

Place an External Call

**Local** - Dial 6 and the local number

**Long Distance** - Dial 8, 1 (Area code) and the number

Answer a Call

- Lift the handset, or press the **Speaker** button
- While on a call, press the **Answer** softkey to answer a second call (the first call is placed on hold). After you hang up the second call, press the **Resume** softkey to access the first call again

End a Call

- Hang up the handset, or
- If using the speaker, press the **Speaker** button, or
- Press the **End Call** softkey

Mute a Call

- Press the **Mute** button
- To turn off mute, press the **Mute** button again

Shared Phone Lines

- Anyone on a shared line can answer an incoming call
- If a call on a shared line is put on hold anyone on the shared line can pick it up.

Note: On a line that is NOT shared, a call on hold can only be picked up from the phone where it was placed on hold.

Place a Call on Hold

- During an active call, press the **Hold** softkey
- To resume the call, press the **Resume** softkey, or press the pulsing line button

Note: Pressing the Hold button again does not resume a call from hold

Transfer a Call

1. During a connected call, press the **Transfer** softkey
2. Dial the phone number you want to transfer to
3. Press **Transfer** again to complete the transfer, or wait for the recipient to answer and confirm they can take the call then press **Transfer** again

Note: If you need to return to the original call, press the line button or the **Resume** softkey

Conference Call

1. While on a connected call, press the ‘more’ softkey
2. Press the ‘**Conf**’ softkey and dial a number
3. When the party answers and confirms they are available, press the ‘**Conf**’ softkey again to join the first caller
4. To add one more participant, repeat steps 1-3
5. The conference ends when all participants hang up

Forward Calls

1. Press the **CFwdALL** softkey
2. Enter a phone number

Note: Press the **CFwdALL** softkey to cancel call forwarding.

Park a Call

1. While on a connected call, press ‘more’ softkey
2. Press the **Park** softkey
3. Note the #9xx number that displays on your screen
4. At a different phone, someone can enter the #9xx number that was displayed when the call was parked


**Do Not Disturb**

- Press the DND softkey to turn off the ring tone and to divert **all** calls to voice messages. Press DND again to turn it off.

**Divert a call to Voice Messages**

- Press the iDivert softkey on an incoming call to send **that call only** to voice messages

**EMU Directory**

1. Press the Directories button
2. Scroll to Corporate Directory
3. Press the Select softkey on the navigation pad
4. Scroll to the Last Name field and enter 3 or more letters (for ‘c’ you need to press ‘2’ three times, for ‘e’ press ‘3’ two times, etc. If you enter a wrong letter press the delete softkey)
5. Press the Search softkey
6. Scroll to a name and press the Dial softkey

**Ringtone**

1. Press the Settings button
2. Scroll to User Preferences and press the Select softkey
3. Scroll to Ringtones and press the Select softkey
4. Scroll to ring option 1 or 2 and press the Select softkey
5. Scroll to a ringtone and press the Play softkey to hear the ringtone
6. Scroll to the ringtone you want to use and press the Select softkey
7. Press the Save softkey
8. Press the Back, Exit and Exit softkeys to exit

**Background Images**

1. Press the Settings button
2. Scroll to User Preferences and press the Select softkey
3. Scroll to Background Images and press the Select softkey
4. Scroll to the background you want to use and press the Select softkey
5. Press the Save softkey
6. Press the Exit and Exit softkeys to exit

**Volume Control**

- Press plus or minus on the Volume bar to increase or decrease the volume of the device you are currently using (handset, headset or speaker), then press the Save softkey to save the setting
- To adjust the volume of the ringtone, while the handset is in the cradle press plus or minus on the Volume bar

**Access Help**

1. Press the help button (?) and wait for the menu
2. Scroll to a category and press the Select softkey
3. Scroll to a topic and press the Select softkey

**Additional Resources**

To access Online Call Manager, where you can set up features such as speed dialing, online call forwarding and do not disturb options, go to: http://www.emich.edu/it/services/voip/call_manager.

**IMPORTANT**: If you need to move your phone to a new location please contact the Help Desk at (734) 487-2120.

**Voice Messages**

Following are steps to access voice messages:

**Access Messages at Your Phone**

1. Press the Messages button
2. Enter your PIN
3. Press '1' to access new messages, or '3' and then '1' for saved messages

**Access Messages at Another Phone**

1. Dial your phone number (On Campus - 5 digit number (7-xxxx), Off Campus - 10 digit number (734-487-xxxx))
2. Press the ()# key when a voice recording answers
3. Enter your ID number (5 digit number) and the ()# key
4. Enter your PIN and the ()# key
5. Press '1' to access new messages, or '3' and then '1' for saved messages

Additional voice message options that you can manage online are available in the Voice Message Quick Reference Guide at www.emich.edu/it/services/voip/7900series.php.