

Basic Features

Note: The display screen will change to sleep mode after 9:00 PM and on weekends. It will become live again at 6:00 AM. 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 **Application** button, scroll to **Call History**, press the **Open** button, scroll to a listing, then press the **Select** button on the Navigation pad, or the **Call** softkey and lift the handset
- To dial the last number called, press the **Redial** button to activate the speakerphone, or lift the handset and press the **Redial** button

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, or press the **Select** button on the Navigation pad
- 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 **Video Mute** button to toggle video mute on and off
- Press the **Audio Mute** button to toggle audio mute on and off

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** button
- To resume the call, press the **Resume** softkey, or press the pulsing green **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** button
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 **Conference** button
2. Dial a new number
3. When the party answers and confirms they are available, press the **Conference** button 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 **Forward All** softkey
2. Enter a phone number

Note: Press the **Forward Off** softkey to cancel call forwarding

Park a Call

1. While on a connected call, press the **Park** softkey
2. Note the #9xx number that displays on your screen
3. 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 of 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 **Divert** softkey on an incoming call to send **that call only** to voice messages

EMU Directory

1. Press the **Contacts** button
2. Scroll to **Corporate Directory**
3. Press the **Select** button 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

Ring Tone

1. Press the **Applications** button
2. Scroll to **Preferences** and press the **Open** softkey
3. Scroll to **Ringtone** and press the **Select** button on the Navigation pad
4. Scroll to a ringtone and press the **Play** softkey to hear the ring
5. Scroll to the ringtone you want to use and press the **Set** softkey
6. Press the **back arrow** softkey
7. Press the **Exit** softkey to exit

Background Images

1. Press the **Applications** button
2. Scroll to **Preferences** and press the **Open** softkey
3. Scroll to **Wallpaper** and press the **Select** button on the Navigation pad
4. Scroll to a wallpaper you want to view and press the **Preview** softkey
5. Scroll to the wallpaper you want to use and press the **Set** softkey
6. Press the **back arrow** softkey
7. Press the **Exit** softkey 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)
- To adjust the volume of the ringtone, while the handset is in the cradle press plus or minus on the **Volume** bar

Access Help

A complete User Guide can be accessed at:

http://www.cisco.com/en/US/products/ps10451/products_user_guide_list.html

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/voicemail/index.php