Call Features

1. To place a call:
   Any of the following two methods
   - **On-hook Dialing**
     Enter a phone number and go off-hook by using one of these methods:
     - Lift the handset, or
     - Press button, or
     - Press button, or
     - Press soft key.
   - **Off-hook Dialing**
     - Lift the handset, or
     - Press button, or
     - Press button, or
     - Press soft key.
     Then, enter "Destination Number".
   - **For Internal Call (within Phone extension)**
     Use any methods of the above.
     Dial "Extension Number".
   - **For External Call (out of campus number)**
     Use any methods of the above.
     Press follow by "Destination Number".

2. To answer a call:
   Any of the following four methods
   - Lift the handset, or
   - Press button associated with call, or
   - Press button, or
   - Press soft key.

3. To divert a call:
   - Press soft key during incoming call, the call will divert to voicemail immediately.

4. To end a call:
   Any of the following two methods
   - Hang up the handset, (if handset is used), or
   - Press button, (if speaker mode is used)

5. To place a call on hold:
   - Press soft key during an active call.
   - Press soft key to return to the call.
6. To redial the last dialed number:
   ➢ Press **17 Redial** soft key.

7. To change between handset and speakerphone during a call:
   ➢ **Handset to speakerphone:**
     ➢ Press **9** button and hang up the **1** handset.
   ➢ **Speakerphone to handset:**
     ➢ Lift the **1** handset.

8. To answer a second call:
   While you are on active call with user1
   ➢ Press **17 Answer** soft key to answer incoming call from user2 and will automatic put user1 on hold with music.
   ➢ **To toggle between user1 & user2**
     ➢ Use **15** navigation button to select the desired line.
     ➢ Press **17 Resume** soft key to return to the call.

9. To transfer a call (Blind Transfer):
   ➢ Press **17 Transfer** soft key during an active call, this places the call on hold.
   ➢ **Note:** Press **17 EndCall** & **17 Resume** soft keys to return to the original call.
   ➢ Transfer the call to another person by dialing “Destination Number”.
   ➢ Press **17 Transfer** soft key again. The call is transferred and hang up the **1** handset.

10. To transfer a call (Supervise Transfer):
    ➢ Press **17 Transfer** soft key during an active call, this place the call on hold.
    ➢ **Note:** Press **17 EndCall** & **17 Resume** soft key to return to the original call.
    ➢ Transfer the call to another person by dialing “Destination Number”.
    ➢ Wait for Caller to response and talk to Caller.
    ➢ Press **17 Transfer** soft key again. The call is transferred and hangs up the **1** handset.
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11. To place a conference call:
- Dial the “1st Party Phone Number”.
- Press [17] Confnr soft key and will automatic put 1st party on hold with music.
- Dial the “2nd Party Phone Number” and wait for answer.
- Press [17] Confnr soft key when the call is connected.
- Repeat above steps to add in more parties.

Note: Maximum of 6 parties are allowed for each conference session.

12. To view a list of conference participants:
- Press [17] more soft key until you see the [17] ConfList tab.
- The most recent conference participants are always listed at the top.
- The person who started the conference is listed at the bottom with an asterisk (*).

13. To pick up a call:
- Get a line as per item “To place a call”.
- Press [17] PickUp soft key to transfer the call to your extension.
- Answer the incoming call that is now ringing on your phone.

14. To forward all call:
- Set up call forwarding on your primary line.
  - Press [17] CFwdALL soft key and you should hear two beeps.
  - Enter “Destination Number”.
  - When call forwarding is enabled, an arrow appears over the phone icon.
- Cancel call forwarding on your primary line.
  - Press [17] CFwdALL soft key and you should hear one beep.
  - The above message is disappeared.

15. To mute a call:
- Press [10] button.
- Press [10] button again, to turn off mute.

16. To view IP Phone Services:
- Use 7 navigation button to select the desired service.

17. To view or dial from a Corporate Directory Services:
- Press [16] button.
- Use navigation button to select the NUS Staff Directory service.
- Press [17] Select soft key to display the directory search options.
- Press [15] navigation button to search by name, department or both.
- Use the numbers corresponding to the letters on the keypad to enter a name or number to find it in the directory.
- Press [17] Submit soft key to search for the NUS Staff.
- Use navigation button to select calling party.
- Press [17] Call soft key to dial the selected person.

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18. To park a call:

- Press 17 Park soft key until you see the tab.
- Press 17 Park soft key to park the call during an active call.
- The LCD displays 2 Call park At 09000 where the call is parked.
- Before you hang up, make a note of the 09000.
- To retrieve the parked call, go to any phone in your office and dial the 09000.

19. To use the CallBack:

- Dial 4444 extension.
- While you hear the busy tone or ringing tone, press 17 CallBack soft key. Otherwise after "6" rings Voicemail will kick-in and this feature will not be applicable.
- A message will appear on the screen:

```
CallBack
CallBack is activated on 4444
Press Cancel to deactivate
Press Call to quit this screen
```
- When the 4444 you called is available to receive your call, you will receive an audio alert and a notification message will appear.
- Press 17 Dial soft key to call 4444.

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**Call History Features**

20. To dial from a calls log

- Press 6 button.
- Use 15 navigation button to select the desired calls log option:

```
DIRECTORY
  Missed Calls
  Received Calls
  Placed Calls
```
- Press 17 Select soft key to enter the calls log option.
- Use 15 navigation button to select the number you want to speed dial.
- Press 17 Dial soft key to speed dial the selected number.

21. To clear call logs

- Press 6 button.
- Press 17 Clear soft key, doing so erase your Missed, Received and Placed call logs.
- A message 2 Call History Cleared! appears in the status area.

**Note:** You cannot clear the call logs individually.

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**Volume Controls**

22. To adjust the volume level for a ringer:

- Press 12 button to increase or decrease the volume of your phones.

23. To adjust the volume level for a call:

- Lift the 1 handset, or
- Press 9 button, or
- Press 11 button, then
- Press 12 button to increase or decrease the volume of your handset, headset, or speakerphone.
- Press 17 Save soft key to save the desired setting.
Ring Tone

24. To change the ring tone:
- Press button.
- Use navigation button to scroll to option on the Settings menu.
- Press soft key to confirm.
- Use navigation button to select desired line.
- Press soft key to display the list of ring tones.
- Use navigation button to select desired ring tone.
- Press soft key to hear a sample of the selected ringer.
- Press soft key to choose the ring tone.
- Press soft key to save your selection.
- Press soft key to exit.

LCD Contrast

25. To adjust the contrast of the LCD:
- Press button.
- Press soft key to select the Contrast option on the Settings menu.
- Use soft keys to set the desired intensity of the display.
- Press soft key to save your setting.
- Press soft key to exit.

Voicemail

26. To access voicemail:
- Press button to place a speed-dial call to your message system (if a message system is configured).

Note: Refer to “Voicemail System – Quick Reference Guide” for further information