



Phone System Quick Start Guide

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General

Placing Calls

1. Pick up **HANDSET** OR press **SPEAKER** OR press **HSET** softkey.
2. Dial the 5-digit extension or press 9 first for off-campus dialing.
3. For long-distance calls, dial **9 + 1 + area code + number**. When you hear staccato beeps, enter your long-distance access code.

Answering Calls

- To answer a call coming in on your extension, pick up **HANDSET**, OR press **SPEAKER**, OR press the **HSET** softkey.
- To answer a call for a line appearing on your phone, pick up handset and press the flashing line key.

Speaker/Mic

You can mute your conversation by deactivating the MIC button

1. Press **SPEAKER & MIC** to talk handsfree.
2. MIC LED light indicates it is on (picking up sound). This button can stay on all the time; however is only necessary to use with the SPEAKER functionality.

Recall

Recalls a fresh dial tone without replacing and picking up handset.

Answer

A Non-used key

Hold

1. To place a call on hold, press the red **HOLD** button.
2. To retrieve it again, press the flashing line key.
3. By default, a held call will ring back within 1.5 minutes.

Transfer

1. While on a call, press **TRANSFER** & dial the 5-digit extension.
2. Hang up, or press **RECALL** to complete the call OR remain on the line to announce the call, then hang up or press recall.

To return to the original caller (in the event of a busy signal, or to cancel before voice mail answers) press **TRANSFER** again.

Conference

Allows conversation with up to 2 other parties.

1. While on a call, press the **TRANSFER** key.

2. Dial the number of the party to be added, either a 5 digit extension or **9** + number for off-campus parties.
3. After the called party answer, press **CONF** to join all 3 parties.

One-Touch Speed Dial

Allows you to program speed dial #s

NOTE: This is a two-step process.

STEP 1

This step is to STORE the speed dial number.

1. While phone is idle, press **FEATURE**.
2. Select a key and press it to program.
3. Dial the 5-digit campus number to be stored or (dial **9** first for off-campus numbers).
4. Press **FEATURE** to store.

STEP 2

This step is to NAME the speed dial key that you just input.

5. Press the **NAME** key. (located under the top display in the soft key area)
6. Press the key that you just programmed the number on.
7. Enter the desired name on the keypad. If you concurrently select a letter that is on the same key, you will need to hit the arrow to the right to allow for that letter to be entered. When you have typed the desired name in, hit the three large arrows on the right-hand side of the upper display twice until you see the **SET** key. NOTE: Maximum of 8 letters.

Forward All Calls

Sends incoming calls to another number.

To Set

1. Get Dial tone by picking up the **HANDSET**, OR press **SPEAKER** OR press the **HSET** softkey (--only if you have a headset hooked up--)
2. Press **FWD ALL** followed by destination number.

If setting to voice mail, after pressing **FWD ALL**, press **VM** key.

To Cancel

1. Get Dial Tone by pick up **HANDSET**, OR press **SPEAKER** OR press **HSET** softkey.
2. Press **FWD ALL** + * to cancel the forwarding.

Soft Keys

Listed on the LCD screen and controlled by the row of 4 manual buttons

SPD Name

Enables you to name the key that was input as a speed dial.

Mute

When activated, this key will flash and block your voice from being heard by the other party. Hit this key again to unmute.

Save&Rep

Save a dialed number for 1-time one-touch speed dial use.

1. After dialing number, and while still connected, press **S&R** softkey. Number is stored.
2. To use stored S&R number, pick up handset and press **S&R** key.

HSET (Headset)

On/off for an attached headset. **Note: If inadvertently pressed, phone will lose dial tone, Headset button will flash, and LCD screen will read "HANG UP!" Simply press the Headset button to alleviate this issue.*

Up/Down wheel

Increases volume, LCD contrast, & ring volume. Identified by the translucent wheel/bullseye set of buttons located on the bottom right of the handset.

- ▲ ▼ LCD contrast, while phone is idle.
- ▲ ▼ Call volume while on a call.
- ▲ ▼ Ring volume, while phone is ringing.

Settings are stored until changed by user.

Ring Tones

There are 14 ring tones to choose from.

1. Press the **MENU** button (located underneath the MIC button on the right)
2. Arrow down (▼) to **SETTINGS**, hit **OK**
3. That will take you to **USER SETTING**, hit **OK**
4. That will take you to **INCOMING CALL**, hit **OK**
5. Arrow down (▼) to **RING TONE (# 3)**, hit **OK**
6. Arrow down (▼) to **INTERNAL CALL**, hit **OK**
7. **SELECT** a ring tone, hit **OK**
8. **STAY** on that screen and **CALL** your number to hear the ringtone selected.

9. From that screen, you can toggle down or up to select a different one.
10. MAKE SURE YOU HIT **OK** after you find one you like.
11. HIT **BACK** (on the soft keys –left side)to get out of the MENU option.

LED Colors

How to change colors

1. Press the **MENU** button (located underneath the MIC button on the right)
2. Arrow down (▼) to SETTINGS, hit **OK**
3. That will take you to USER SETTING, hit **OK**
4. That will take you to INCOMING CALL, hit **OK**
5. Arrow down (▼) to ILLUMINATION (# 4), hit **OK**
6. Select External or Internal Call
7. Select color from 9 choices listed.
7. HIT **OK** after you select the color of your choice.
8. HIT **BACK** (on the soft keys –left side)to get out off the MENU option.

Support and Help

If you need assistance from IT regarding an incident or service request, please fill out the [Telephone Service Request Form](#), or call **775-327-2015**. Common support tasks regarding telephones include but are not limited to:

- Adding a name to Caller ID
- Button programming (speed dial, other line appearance, etc.)
- Phone move
- Transferring ownership of a phone
- Voicemail
- New office phone
- Other office phone request

****IMPORTANT NOTE****

Any changes, specifically related to relocating of phone equipment must be completed by a support technician. If you need your phone relocated, please submit a help request by visiting the link above.