DIALING AND ANSWERING

ON CAMPUS, INTERNAL CALL:
• Obtain dial tone (lift handset, press new call, press speaker, etc.)
• Dial 5-digit extension

OFF CAMPUS, LOCAL CALL:
• Obtain dial tone
• Dial 9 + 7-digit number

OFF CAMPUS, LONG DISTANCE CALL
• Obtain dial tone
• Dial 9 + 1 + Area Code + 7-digit number

ANSWER, call on your primary line:
• Lift handset or press Speaker

ANSWER, call on a secondary line:
• While on another call Press Answer softkey
This will put the first caller on hold automatically.

To end a call:
• Hang up handset or press End Call

TRANSFER
To transfer a call to another extension:
• Press Trnsfer softkey (caller is put on HOLD)
• Dial the appropriate 5-digit extension
• Announce the call, if you like or......
• Press Trnsfer softkey to send call.

To retrieve the original call if no one answers:
• Press EndCall softkey
• Press Resume softkey

To transfer a call directly to a colleague’s voicemail box:
• Press Trnsfer softkey
• Press * key
• Enter mailbox number
• Press Trnsfer softkey

STANDARD CONFERENCE
To initiate a conference call:
Start with an existing call on your phone
• Press More softkey
• Press Confm softkey (Caller is put on HOLD)
• Dial the number (+9) of 2\textsuperscript{nd} party
• After 2\textsuperscript{nd} party answers
• Press Confm key to join all parties
Repeat for each person you are adding to conf with a total of 6 parties including yourself.

NOTE: Only the initiator can add callers!

If a party doesn't answer or doesn't want to join:
• Press EndCall softkey
• Press Resume softkey

To remove yourself from the conference:
• Hang up your handset
(No one may be added to the call once the initiator hangs up)

To remove any person called on conference
• Press More softkey
• Press Confm List softkey
• Use arrow keys to locate individual
• Press Remove softkey

FORWARDING
To forward calls to another extension:
• At idle phone, press CFwdALL softkey
• Dial the destination extension

To forward your calls directly into voicemail:
• At idle phone, press CFwrdALL softkey
• Press (Messages) key
To cancel forwarding:
• Press CFwrdALL softkey
CALL PICKUP
To pick up a call ringing at another telephone within your predetermined Call Pick-up Group:
• Press Speaker button
• Press More softkey
• Press Pickup softkey
• Lift the handset to answer the call

CALL PARK
To park a call in the system:
• Press More softkey
• Press Park softkey
• Note call park number in display (102xx)

To retrieve a parked call:
• Lift handset of any phone
• Enter number of parked call

ABBREVIATED DIAL
To call a number previously stored in speed dial:
• Press More softkey
• Press AbbrDial softkey
• Enter the 2 digit pre-programmed # and press Dial

CALL HISTORY
To view missed, received or placed call history:
• Press (Directories) key
• Scroll to desired history option
• Press “Select” softkey

To exit viewing call history:
• Press Exit softkey twice

To speed dial a number in the call history:
• Press (Directories) key
• Select desired number
• Insert “9 1” using the EditDial softkey, before the number, if required
• Press “Dial” softkey

CSUSB CAMPUS DIRECTORY
To find a name/number in the directory:
• Press (Directories) key
• Scroll to CSUSB Campus Directory
• Press Select softkey
• Choose to search under first or last name
• Press the corresponding number key to get the letter you are trying to enter

Example: To type a b, you must hit the 2 key twice
• After entering 3 or 4 letters, press Search softkey
• Scroll to the desired name/number
• Press Dial to contact that person

CONTRAST
To adjust the display contrast:
• Press (Settings) key
• Scroll to Contrast softkey
• Press ▲▼softkeys
• Press OK softkey
• Press Exit softkey

RING TYPE
To choose a ring type:
• Press (Settings) key
• Scroll to User Preferences
• Scroll to Ring Type
• Press Select softkey
• Scroll through ring type options
• Press Play softkey to sample ring
• Press Select softkey to make choice
• Press OK softkey
• Press Exit softkey
Handset Indicator:
Flashing = Incoming Call
Solid = New Voicemail

Soft Key Buttons:
Soft keys are your current options. Based on where in the call process you are, they allow you to Answer, Call, Redial, Transfer, and Hold.

Keypad:
Allows you to dial phone numbers, enter letters and choose menu items.

Programmable Button:
The first button is that specific devices' extension, the remaining buttons displays different lines appearances (this feature is programmed by the TNS office) - Depending on what device you have you could have 2, 6 or 8 lines

Message Button:
Press to auto-dial your voice mail service

Directories Button:
Open/ Close the directories menu. Use to view and dial from call logs (missed, received and placed) or corporate directory (campus directory)

Help Button:
Activates the help menu

Settings Button:
Open/ Close the settings menu.

Services Button:
Open/ Close the services menu.

Volume Button:
Controls the volume of the ringer as well as other volume settings

Speaker Button:
Toggles speakerphone on or off

Mute Button:
Toggles the mute feature on or off

Navigation Button:
Allows you to scroll through menus and highlight them. Used in conjunction with the soft keys to activate items

Headset Button:
Toggles the headset (If equipped) on or off