THE UNIVERSITY *of*
NEW MEXICO

## Microphone (for using Speakerphone):

Press **MIC** to toggle on/off for Speakerphone mute.
(*You can hear them, but they can't hear you*)

## Cursor Button:

The **CURSOR** button controls several functions as follows:

1. When idle – controls the contrast of the display (darker to lighter)
2. When using Speakerphone, controls the volume of the speaker
3. When ringing, controls the volume of the ring
4. When using Handset, controls the volume of the earpiece
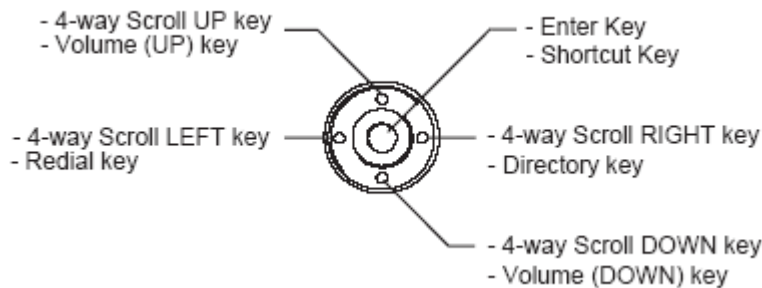


## Soft Keys:



**Soft keys** are located below the display screen. Each of the 4 buttons will correspond with the feature name shown directly above it in the display screen. They will change based on the status of the phone (idle, off hook, on a call, etc.)

Press **HELP** followed by a soft key for a definition of that soft key. Press **EXIT** at any time to return to the idle screen.

## To Place a call:

**Internal call** –

- Lift Handset or press [Speaker]
- Dial the three (3) digit extension number.

**Outside call** –

- Lift Handset or press [Speaker] -
- Dial **9** plus outside number
- If call is Long Distance, Dial **9 plus 1 + Area Code** and number

*Special Note: For emergencies you will not dial **9** to get an outside line for **911**. You will just dial **911** and your call will connect.*

If the desired extension or phone number is programmed on a speed dial key *(See Personal Speed Dialing instructions)*, you may press the programmed key to place the call.

## To Answer a call:

Single ring = Internal Call
Double ring = External Call

Lift the handset or press the [Speaker] key.

If you are already on your 1st line and the 2nd line rings, you can press the [Answer] key (external call only), or press the flashing line button, to put first caller on hold and answer the 2nd ringing line.

Note: The [Answer] key only works on external calls.

## Holding a call:

To place a call on hold, press the [HOLD] key.

If you are on your 1st line and a call comes in on your 2nd line, pressing the 2nd line button will automatically place the 1st line on hold.

To return to a caller, press the flashing line key where the call is on hold.

## To Transfer a call:   (*The 2 types of transferred calls are Blind Transfer and Supervised Transfer).*

With a call in progress:

## Blind Transfer:

Press the [Transfer] key.
Dial the three (3) digit extension number or 9 + the external number.
Hang up immediately.

## Supervised Transfer:

- Press the [Transfer] key.

- Dial the three (3) digit extension number, or 9 + the external number.
- Wait for the destination extension/number to answer.
- Announce the call.
- Hang up to complete the transfer

If the destination extension does not want to take the call, when they hang up, press the flashing line key to return to the call.

If the destination extension does not answer, and you are forwarded to their voice mail greeting, press **#\*\*** to exit voice mail.  You will hear a stutter dial tone.
Dial another number or press the flashing line key to return to the original caller.


## Conference Call: 4 party maximum including up to 2 external parties

### From a Multiline Terminal with a call in progress

- Press the **Transfer** key. First party is placed on hold and special dial tone is received.
- Dial the second party (either another station or a trunk access code plus the outside number).
- Wait for the second party to answer.
- Press the **Conf** key. A three-party Conference is established. The display shows **CONF** plus the name and number of the trunks or station (if assigned).

### From a Multiline Terminal with a call in progress when the third party is already placed on hold

- Press the **Conf** key. The lamp on the **Conf** key is flashing.
- Press the **LINE/TRK** key which the third party is placed on hold.
- A three-party Conference is established. The lamp on the **Conf** key is lit steadily. The display shows CONF plus the name and number of the trunks or stations (if assigned).

### To add a fourth party with three-party Conference in progress

- Press the **Transfer** key. The two parties are placed on hold and special dial tone is received.
- Dial the third party (another station).
- Wait for the third party to answer.
- Press the **Conf** key. A four-party Conference is established. **CONF** is shown in the LCD.


## Last Number Redial:

- Press the **Redial** key located on the left side of the **Cursor** key.
- The last number dialed will appear in the display.
- Use the up and down arrow soft keys to scroll through the last 10 numbers dialed.

- When the desired number appears on the display, press Speaker Key or lift the handset to dial the number.

## Call Pickup:

To pick up another ringing phone within a pick up group, press **\*0**.

## Direct Call Pickup:

To pick up another ringing phone, press \*\*, then dial the extension number you wish to pick up.

## Personal Speed Dialing:

### To Program One-Touch keys:

- Press FEATURE button
- Press desired speed call button
- Enter desired telephone number on keypad.  Display indicates digits dialed
- Press FEATURE again to save number

### To place a call using a Speed Dial key:

Press the designated button and the programmed number will be dialed automatically.

## Call Forward Calls:

### To set up call forwarding to voicemail on a busy condition (if line is busy, **calls forward** to voicemail):

- Lift handset
- Dial #3
- Enter 699
- Hang up

### To set up call forwarding to voicemail on a no answer condition (if line is not answered, **calls forward** to voicemail)

- Lift handset
- Dial #4
- Enter 699
- Hang up

*Not typical setup (extended away):*
**To set up call forwarding to voicemail on all calls** (all **calls** will go directly to voicemail)

- Lift handset
- Dial #2
- Enter 699
- Hang up
- 

**To set up call forwarding to voicemail on all calls using your Call Forward All Feature key** (all **calls** will go directly to voicemail)

- Lift handset
- Press the Call Forward All (CFA) Feature key
- Enter 699
- Hang up

**To set up call forwarding to Other Extensions**

When **forwarding** to other UNM Los Alamos extensions follow the instructions above but instead enter the 3-digit extension after the #2 or CFA feature key, #3, or #4 command.

To **call forward** to numbers off campus:  after entering the **call forward** code, i.e., #2 or CFA feature key, #3, or #4 then enter 9 plus the seven digit telephone number.  Wait until the display says SET and you hear dial tone before hanging up.

**To Cancel Call Forwarding (always recommended)**

**To cancel call forwarding for *all* calls**:

- Lift handset
- Dial *2
- Hang up

**To cancel call forwarding for *all* calls using your Call Forward All Feature key**:

- Lift handset
- Press the Call Forward All (CFA) Feature key
- Enter *
- Hang up

**To cancel call forwarding for *busy conditions***:

- Lift handset
- Dial *3
- Hang up

**To cancel call forwarding for *no answer conditions:***

- Lift handset
- Dial *4
- Hang up

| Access Code | Description |
|---|---|
| | |
| #2 | Set Call Forward All |
| *2 | Cancel Call Forward All |
| #3 | Set Busy Call Forward |
| *3 | Cancel Busy Call Forward |
| #4 | Set No Answer Call Forward |
| *4 | Cancel Call Forward No Answer |
| *1 | Internal Paging to Zone 0 |
| 9 | Any Outside Call |
| *0 | Call Pickup-Group |
| ** | Call Pickup-Direct |