Champlain College Phone System: Quick Reference Guide

PLACING A CALL

Internal:
- Lift Handset, hear dial tone
- Enter 4- digit extension number

External:
- Lift handset, hear dial tone
- Enter 7 and number

Using Speaker Phone
- Press *Speaker* button, hear dial tone
- To end call, press *Speaker* button

On-hook Dialing: (place call without lifting handset)
- Dial the number
- Pick up handset or press dial

HOLD

To place a call on hold:
- Press *Hold* soft key
- Hang up, if desired

To retrieve held call:
- Lift handset, if needed
- Press *Resume* soft key
- If multiple calls are on hold, use scroll key to select desired call before pressing *Resume* soft key.

TRANSFER

To transfer a call to another phone:
- Press *Trnsfer* soft key
- Call is placed on *Temporary Hold*
- Enter extension number (or 7 + local number)
- If you want wait until party answers
- Press *Trnsfer* soft key again
- Hang up
Note: To get the call back press Resume soft key

CALL PARK

Allows you to store or "park" a call at a specified number for retrieval from any telephone.

To Activate:
- During an active call, press *More* soft key
- Press *Park* soft key (caller will be placed on hold)
- Note special 4-digit park number in display
- Hang up

To retrieve parked call:
- Lift handset of any system phone
- Enter special 4-digit park number
NOTE: Call Park number range is 1200-1209

REDIAL

Allows you to redial the last number you dialed
- Press redial soft key

CONFERENCE (good for impromptu calls)

Allows you to have multiple callers participating in a call (Max of 6 callers)

To activate:
- During an active call press *More* soft key
- Press *Confrn* soft key (caller will be placed on hold)
- Place a call to another party
- Announce conference
- Press *Confrn* soft key again
- All parties are connected
Repeat until all callers are on

MeetMe Conference (good for scheduled calls)

Allows up 30 people to dial into a conference call
Each dept/div is has one of more assigned MeetMe numbers. Contact your Operations Manager or Jen Perlee for your number.

To activate:
- Press More soft key or pick up handset
- Press MeetMe
- Enter your department assigned MeetMe number
- Once activated all other callers just dial the MeetMe number and they will be placed in conference.
- Both internal and external callers can call in
- At least one internal caller must stay on the phone for the conference to stay active (doesn't have to be the initiator)
- Users will get a fast busy if no one has initiated the conference when they try and call in.

CALL FORWARD

To temporarily redirect your incoming call to another phone

To activate:
- Press the *CFwd All* soft key
- Enter extension number (or 7 + local number)

To cancel:
- Press *CFwd All* soft key

DO NOT DISTURB

Stops your phone from ringing (it will just beep once)

To activate:
- Press *More* soft key
- Press DND

To cancel:
- Press *More* soft key
- Press DND

EXTENSION MOBILITY **

Allows you to log into your phone from any other phone

To activate:
- Press Services Button (World)
- Press Extension Mobility
- Enter userid (same as network login)
- Enter Pin
You should now see your phone extensions

To cancel:
- Press Services Button (World)
- Press Extension Mobility
- Press Yes to Logout

**Please contact Jen Perlee (x6453) before using as there is some set-up involved for this to function.

CUSTOMIZING PHONE SETTINGS

You may change various settings on your phone so that they are customized for you.

To adjust handset volume:
- Lift handset
- Press **up** or **down** volume keys to adjust
- Press *Save* soft key to keep permanent

To adjust speaker volume:
- Press *Speaker* button
- Press **up** or **down** volume keys to adjust
- Press *Save* soft key to keep permanent

To adjust ringer volume:
- Press *Volume* **up** or **down** to adjust

To change ring type:
- Press *Settings* button (checkmark)
- Select *Ring Type (2)* from Settings menu
- Choose Line to Change Ring type for
- Press Select soft key
- Press scroll key (2 arrows) to view list of ring types
- Press *Play* soft key to hear selected ring
- Press *Select* soft key
- Press *OK* soft key
- Press Exit soft key twice to exit

To change LCD contrast:
- Press *Settings* button (checkmark)
- Select *Contrast (1)* from setting menu
- Change contrast using Down/Up soft keys
- Press *OK* to Save or Cancel to cancel changes
- Press *Exit* soft key to exit

Dial by Name 2 ways…

Using Champlain Directory:
- Press Directories Button (book)
- Select Champlain Directory
- Select:
    Speed: Just lists phone number
    Detail: Lists detailed person info
- Using the keypad enter the lastname

Using Auto Attendant
- Dial 0
- Press 1 to Dial by Name
- Enter the first few letters of the person's last name
    For example for Smith enter: 76484#

FIXED BUTTONS

Volume
- Used to control the volume of handset, headset, speaker, and ringer. Increase volume by pressing the right button, decrease by pressing the left button.

Line
- Used to make or receive calls or end calls

Scroll Key (Located to right of dial pad under soft keys)
- Used to move among different soft key options

Settings (Checkmark Button)
- Used to adjust handset, speaker and ringer volume, ringer type, and contrast on the LCD screen.

Messages (Envelope Button)
- Direct access to your voice mail messages.

Directories (Open Book Button)
- Allows access to a list of missed calls, received calls, placed calls and a corporate directory.

Services (World Button)
- Used to access customized features programmed by the system administrator.

Headset
- Used to activate optional headset use.

Mute
- Used to toggle the mute function for handset, headset or speakerphone on and off.

Speaker
- Used to toggle the speaker function on and off.

Message Waiting Indicator
- A red light indicator on handset lights when a voice mail message has been received.

Soft Keys
- Located below the display area, *Soft keys* have an LCD label located in the display above the key that changes based on available features.