

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 to 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.