# Getting Started with VOIP at Millersville

## Making/Receiving Calls

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<th>Make an Internal Call</th>
<th>Make a Second Call</th>
<th>Queue a Number to be Dialed</th>
<th>Reject a Call</th>
<th>Redial a number</th>
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<tbody>
<tr>
<td>-Pick up handset or press &quot;speaker&quot; button</td>
<td>-With a call in progress</td>
<td>-Dial number</td>
<td>-Press the &quot;Reject&quot; softkey, caller will be transferred to voicemail</td>
<td>-Press the left cursor button to redial the last dialed number</td>
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<tr>
<td>-Dial extension</td>
<td>-Press the &quot;Recall&quot; button to get dial tone</td>
<td>-Your call will not be connected until the &quot;dial&quot; softkey is pressed or the handset is picked up</td>
<td>-Dial <em>/74</em> and the intended extension</td>
<td>-Wait for the first ring and then hang up</td>
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<tr>
<td>-Your call will connect automatically</td>
<td>-Enter the phone number you wish to call</td>
<td>-You will hear a tone that indicates you have another call.</td>
<td>-When 3rd party answers</td>
<td>-Press &quot;Conference&quot; softkey to connect all parties</td>
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<tr>
<td>Make a Call to a 717 Number</td>
<td>Make a Call to a non 717 Number</td>
<td>Answer a Second Call</td>
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<tr>
<td>-Pick up handset or press &quot;speaker&quot; button</td>
<td>-Dial &quot;$8&quot;</td>
<td>-With a call in progress</td>
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<tr>
<td>-Dial the entire number including the area code</td>
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<td>-Press the &quot;End Call&quot; softkey when finished</td>
<td>-Press the &quot;Resume&quot; softkey to return to the initial call</td>
<td>-Press the &quot;Resume&quot; softkey to connect all parties</td>
</tr>
<tr>
<td>-Example: 8-717-XXX-XXXX</td>
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<td></td>
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<tr>
<td>Make a Call to Directly to Voicemail</td>
<td>Transfer a Call</td>
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<tr>
<td>-Press the &quot;Shuttle&quot; softkey to switch between calls</td>
<td>-Press the &quot;Transfer&quot; button</td>
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<td>-Press the &quot;End Call&quot; softkey when finished</td>
<td>-Dial 2nd party</td>
<td>-When 2nd party answers</td>
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<td>-Press the &quot;Resume&quot; softkey to return to the initial call</td>
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<td></td>
<td></td>
<td>-Press &quot;Conference&quot; softkey to connect all parties</td>
</tr>
</tbody>
</table>

## Call Actions

- With a call in progress
- Press the "Conference" softkey to start a conference call.
- Press the "End Call" softkey to hang up the call.
- Press the "Resume" softkey to return to the call.

## Voicemail / Directory

### Setup Voicemail
- Press the "Voicemail" softkey.
- Enter the default 143 password.
- Follow the audio instructions to complete your setup.
- Remember that voicemail from the old system will not transfer. Please see [http://mville.us/voip](http://mville.us/voip) for more information.

### Check Voicemail - On Campus
- Press the "Voicemail" softkey.
- Enter your password.
- Press 1 to review.
- Press 33 to skip to the end of a message.
- Press 4 to replay.
- Press 7 to delete.
- Press 9 to save a message.

### Check Voicemail - Off Campus
- Dial 717-871-7878
- Press the # key.
- Enter your extension.
- Press the # key.
- Enter your password.
- Press the # key.
- You will then be able to access your voice mail box.

## Preferences

### Call Forwarding Setup
- Press the "Feature" button.
- Press the "Home" softkey immediately or wait 3 seconds.
- Press the "Select" softkey to select handset forwarding, and follow the on-screen prompts to activate or clear call forwarding.
- Remember to add an "8" if forwarding to an outside line.

### Configure Speed Dial Keys
- When the phone is in an idle state, press the "Feature" button.
- Press the "Program" softkey to enter programming mode.
- Press the desired Speed Dial button. The Speed Dial button LED flashes.
- Use the keypad to enter a name for the Speed Dial, then press the "OK" softkey.
- Use the telephone keypad to enter a phone number for the entry and press the "OK" softkey.
- Confirm the number by press the "OK" Softkey again.
- Select the monitor settings for the Speed Dial, then press the "OK" softkey.
- Press the "Save" softkey.

### View Call History
- Press the Directory button.
- Press the "Down" softkey to highlight call history.
- Press the "Select" softkey.
- Use the arrow softkeys to review Call History.

### Adjust Volume
- To adjust ringer volume:
  - Press the up/down keys while on-hook.
- To adjust call volume:
  - Press the up/down buttons while off-hook or during a call.
- To adjust speaker volume:
  - Press the up/down buttons during speaker phone operation or during a call that is being played on the speaker.

## Call Queueing

- Press the "Queue" softkey to add a call to the queue.
- Press the "Resume" softkey to return to the initial call.
- Press the "End &all" softkey when finished.

## Adjust Volume

- To adjust ringer volume:
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### Making/Receiving Calls

- **To make a call to a 717 number:**
  - Pick up handset or press "Speaker" button.
  - Dial extension.
  - Your call will connect automatically.

- **To make a call to a non-717 number:**
  - Pick up handset or press "Speaker" button.
  - Dial "8".
  - Dial the entire number including the area code.
  - Example: 8-717-XXX-XXXX.

- **To queue a number to be dialed:**
  - Dial number.
  - Your call will not be connected until the "Dial" softkey is pressed or the handset is picked up.
  - Example: 8-XXX-XXX-XXXX.

- **To answer a call:**
  - Pick up handset or press "Speaker" button.

- **To reject a call:**
  - Press the "Reject" softkey; the caller will be transferred to voicemail.

- **To redial a number:**
  - Press the left cursor button to redial the last dialed number.

### Transfer a Call

- With a call in progress:
  - Press "Transfer" button.
  - Dial 3rd party's number.
  - When 3rd party answers:
    - Press "Transfer" button again.

### Start a Conference Call

- With a call in progress:
  - Press "Conference" softkey.
  - Dial 3rd party's number.
  - When 3rd party answers:
    - Press "Conference" softkey to connect all parties.

### Access the Corporate Directory

- Press the Directory button.
- Press the "Select" softkey.
- Use the down arrow softkey to select the corporate directory.
- Press the "Select" softkey to enter the corporate directory.
- Put in a search string that contains at least one character.
- Press the "OK" softkey to search.
- Use the arrow softkeys to navigate.
- Press the "Dial" softkey to dial the highlighted entry.

### Contact Voicemail

- On Campus:
  - Press the "Voicemail" softkey.
  - Enter your password.
  - Press 1 to review.
  - Press 33 to skip to the end of a message.
  - Press 4 to replay.
  - Press 7 to delete.
  - Press 9 to save a message.

- Off Campus:
  - Dial 717-871-7878.
  - Press the # key.
  - Enter your extension.
  - Press the # key.
  - Enter your password.
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Please call the Helpdesk at 717-871-7777 to request assistance.
1: Hold - Places current call on hold
2: Transfer - Initiates / completes a transfer
3: Speaker - Full duplex speaker phone capability
4: Redial - Press to recieve a dial tone
5: Feature - This key displays a set of menu options that provide additional capabilities such as Speed Dial key programming
6: Answer - Press this key to answer an incoming call
7: Mic - Press key to mute the microphone. The LED on this key flashes when the microphone is muted. Press the key again to unmute.
8: Menu - Accesses user settings and information local to the phone.

9: Redial: Press this key and (*) re-dials the last number dialed.
Volume UP / Volume DOWN: Handset, Headset and Speaker call volume: Press UP or DOWN key during the conversation
Ringer Volume: Press UP or DOWN key while ring tone is playing.
ENTER: Press to select the highlighted menu item.

10: Line Key - This LED is lit when you have a dial tone or are on a telephone call. For concurrent calls, press this LED to switch the focus between calls.
11: Programmable Keys / Speed Dial Keys - Programmable keys can be Speed Dial Keys. Press a key to automatically dial the speed dial number.
12: Softkeys - The softkeys show the available features for your current activity. Any feature shown at the bottom of the LCD is available.
13: Exit - This key allows you to exit from the Menu or Help mode and go back to the telephone main screen.
14 Help - Press this key to display information about the softkeys that are in the current LCD display.
15: LCD - Displays call information and options, menu information and softkeys.
16: Call indicator Lamp - A flashing light indicates an incoming call. A solid light indicates that you have new voice mail.

Visit http://mville.us/voip for additional information

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