

Getting Started with VOIP at Millersville

Making/Receiving Calls

Make an Internal Call

- Pick up handset or press "speaker" button
- Dial extension
- Your call will connect automatically

Make a Call to a 717 Number

- Pick up handset or press "speaker" button
- Dial "8"
- Dial the entire number including the area code
- Example: 8-717-XXX-XXXX

Make a Call to a non 717 Number

- Pick up handset or press "speaker" button
- Dial "8"
- Dial the entire phone number including the area code
- Example: 8-XXX-XXX-XXXX

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


Answer a Call

- Pick up handset or press "Speaker" button

Reject a Call

- Press the "Reject" softkey, caller will be transferred to voicemail

Redial a number

- Press the  left cursor button to redial the last dialed number

Call Actions

Make a Second Call

- With a call in progress
- Press the "Recall" button to get dial tone
- Enter the phone number you wish to call
- Press the "Shuttle" softkey to switch between calls
- Press the "End Call" softkey when finished
- Press the "Resume" softkey to return to the initial call

Answer a Second Call

- With a call in progress
- You will hear a tone that indicates you have another call.
- To review the 2nd caller information press your extension's button, and then press the answer key to answer the call or press the "Reject" softkey to reject the call.

Transfer a Call

- With a call in progress
- Press "Transfer" button
- Dial 2nd party
- When 2nd party answers
- Press "Transfer" button again

Transfer a Call to Directly to Voicemail

- With a call in progress
- Press "Transfer" button
- Dial *74 and the intended extension
- Wait for the first ring and then hang up

Start a Conference Call

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

Voicemail / Directory

Setup Voicemail

- Press the "Voicemail" softkey
- Enter the default 1234 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> 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

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

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

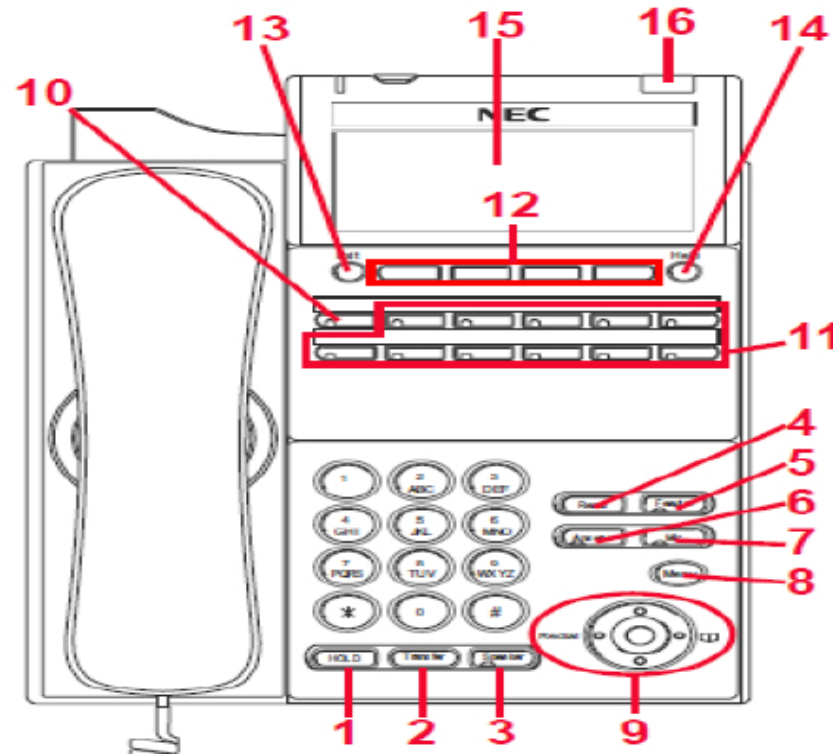
To adjust speaker volume

- Press the up/down   buttons during speaker phone operation or during a call that is being played on the speaker



Reference Guide

- 1: Hold** - Places current call on hold
2: Transfer - Initiates / completes a transfer
3: Speaker - Full duplex speaker phone capability
4: Redial - Press to receive 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 un-mute.
8: Menu - Accesses user settings and information local to the phone.



9:

	Redial: Press this key and (*) re-dials the last number dialed.
	Directory: Access Directory.
	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.

Voicemail Controls

rewind to beginning	1 1
rewind 10 seconds	1
pause/restart	2 2
forward 10 seconds	3
forward to end of message	3 3
increase volume	9
decrease volume	7
reset/normal volume	8
erase message	3 3 7
save message	3 3 9
help	0
skip to next message	#
skip to saved messages	# #
return to main menu	*
message envelope	5

