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 transfered to voicemail

Redial a number

Press the [icon] 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   [icon]
-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 [icon] [icon] keys while on-hook
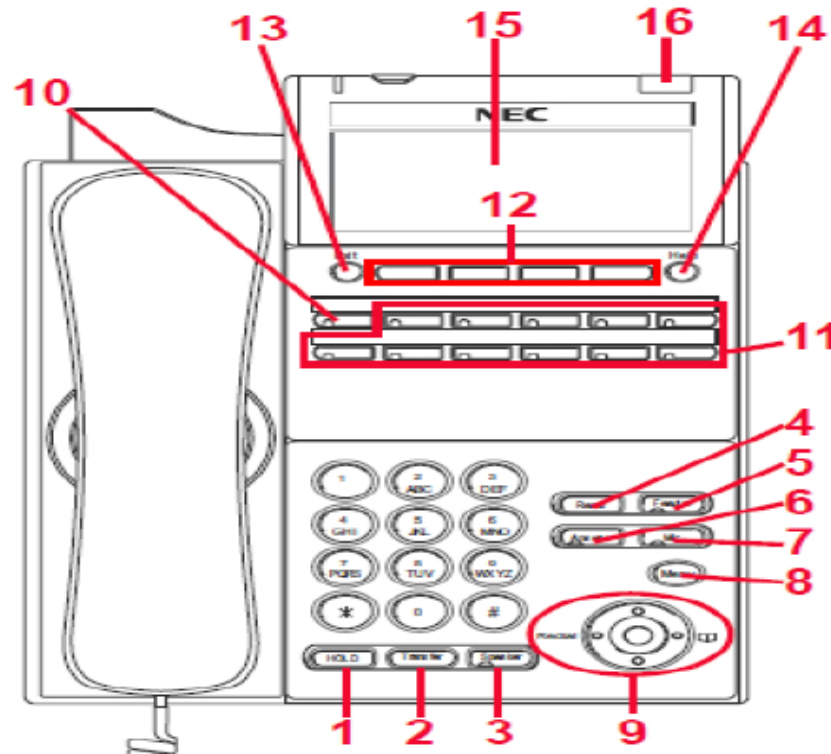**To adjust call volume**
-Press the up/down [icon] [icon] buttons while off-hook or during a call
To adjust speaker volume
-Press the up/down [icon] [icon] buttons during speaker phone operation or during a call that is being played on the speaker

Please call the Helpdesk at 717-871-7777 to request assistance.

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

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 theky 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

Please call the Helpdesk at 717-871-7777 to request assistance.

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