Forwarding Calls: Use the navigator button to scroll to the left Menu Tab. Press the 'Forward' key. You will have the option to select: Immediate Forward and Immediate Forward to Voice Mail

Redial: Allows you to call a number you dialed.
   To call last number: Press Redial
   To see a redial list: Press and hold Redial. Once the list is displayed press the soft key next to the number you want to redial.

Features on the Menu Tab

Adjusting the Ringing Tone: Scroll to Menu Tab, press Settings. Press Set, then Ringing. Select Internal or External. Choose ring tone that you like. *Adjust volume at the same time by pressing Volume control keys.* Press OK to save.

Personal Speed Dials: Press a blank key you wish to program. Select Speed Dial enter number then label the name with the alpha-keypad. Press OK to save.

Outgoing Call: Redial list of the last ten calls you made.

Appointment: Allows you to set a reminder on your phone. Press this & enter time of reminder. Select AM/PM. Your phone will alert you.

Text Message: Menu Tab, text mail, send, enter number, msg to create, type message, press apply.

Voicemail

Voicemail number is 1400. External voicemail number is 304-637-1400

Message button ▣ – will light when you have a new voicemail message. The first time you access voicemail you need to initialize your mailbox. Listen to the tutorial, change your password and say your name.

Voicemail Commands

Play-back controls	
▣ ▣	Start of Message
▣	Back 10 Sec.
▣	Pause/Restart
▣	Forward 10 Sec.
▣ ▣	End of Message
▣	Slower
▣	Faster
▣	Cancel
▣	Skip

Options	
▣	Replay
▣	Envelope
▣	Send a copy
▣	Erase
▣	Reply
▣	Save

Change password – 0 – 4 – 4, enter password twice.
Record name – 0 – 4 – 2 – 6, record name & save
Record greeting – 0 – 4 – 2 – 1, record greeting & save

Davis & Elkins College

IP Telephone
User Guide

Dagostino Electronic Services
600 Mifflin Rd
Pittsburgh, Pa. 15207

General Information about Your Telephone:

Display: Dynamic Interactive screen that offers information on an as needed basis

Three Tabs: Menu, Main, and Information

Soft Keys: Corresponds with the display information.

Menu Tab: Allows you to program your phone settings, ringing, text, & forward.

Main Tab: Allows you to view your line buttons, features, & personal speed dials.

Info Tab: Allows you to view information about your telephone.

Navigator: This circular pad allows you to scroll up, down, left and right through the display options.
Ok: Allows you to confirm options. Think of it as an enter button

C Button: To go back one level (press & release) or to return to the Main Tab (press & hold). **During a conversation this button MUST be pressed to display the Main Tab or to see/access a call on hold.**

End: To hang-up on the current call or to exit programming.

Message: To access Voice Mail, Text Mail, Callback, or Missed Call Log.

Guide Key: Used to obtain information on features of the Menu Tab and quick access to program speed dials on the Main Tab.

Mute: To temporarily turn off your station microphone during a conversation.

Speakerphone: Press this button to activate the telephones microphone and speaker for hands-free operation.
Listen: Press and hold this button to allow others to hear the caller while you use your handset.

Volume Control: Each press will increase or decrease the active component. Handset Volume, Speaker Volume, Ringing Volume. These keys are also used to adjust the contract of the display

PHONE

Line Buttons: You have multiple line buttons. You may have an internal or external caller on each line button. These are accessed from the Main Tab

Answering a call: Lift handset, press speaker, or press Take Call key.

Originating (placing) a call: Begin dialing, speakerphone activates or lift handset & dial the number. **External** calls require a **9** to be dialed first.

Answering a second call: During a call, you will hear a beep & see a flashing icon on the top of your display. Display shows the callers identity. Answer call by pressing the key that corresponds to the flashing icon (the first call is placed on hold automatically). To recover the first call, press the key next to the music note icon.

Moving between calls: Moving back & forth between calls does not require the use of the hold key. Just use the soft-keys on the display to switch between multiple calls. The first caller will always appear on the top right, the second caller will appear on the top left, & additional calls will appear next to the second caller. If you accidentally hang up the handset to end a call while another call is holding, the phone will ring back to allow you to recover the call.

Set Supervision: Allows you to answer, monitor, or call the user for the set supervision key.
- **To answer:** while the users line is ringing set supervision key will flash and ring if requested. Press set supervision key to answer call
- **To monitor:** when user is on a call, receiving a call or has a call on hold you see the indicator next to the set supervision key.
- **To call:** press the set supervision key to call the user.

Dial-By-Name: Used to call your party by name instead of by number:
- **Search by last name:** Enter the first two or three letters of the party's last name on the alpha-keypad & press Name in display to run the search.
- **Search by Initials:** Enter the initials of the party's first & last name on the alpha-keypad & press 'Initials' on your display keys to run the search.
- **Review Results:** When the search is complete, search results are displayed:
  - A) If the search is unsuccessful, display will say No match, please Modify your request
  - B) On successful searches, the system displays all the names that match the search.
    1. Press the soft key next to name of the person you wish to call.
    2. If the name is not the one you want, scroll down using the & press soft key next to the name of person you wish to call.

This process can be canceled at any time by pressing the 'End' key.

You may also transfer callers using this feature.

Transfer: While talking to a caller dial the extension you wish to send the call to (as soon as you press the first digit caller is placed on hold, you see a music note).
- **Supervised:** Wait until the person answers, announce caller. Press the Transfer soft key to complete the transfer.
- **Unsupervised:** After you dial the number, press the Transfer soft key to complete the transfer.

Instead of dialing a user's extension you can Dial-By-Name to call any user in the system (as soon as you press the first letter, the caller is placed on hold).

Three Party Conference: While you are on a call begin dialing the number you wish to add to the call. The first caller is placed on hold automatically. Dial an internal or external number (once they answer) press 'Conference' soft key again and all three people are connected. To drop the last person press the 'End Conference' soft key and you are connected to the original person only.