

Phone Quick Reference Guide (QRG)

B189 IP-Conference/Speakerphone



Placing a Call & Sending Calls to Coverage

Internal Calls

1. Press **Dial Pad** if it is not displayed
2. Dial the **5 digit extension OR** press **Contacts** and Select/Press the contact desired

Note: The **Speaker** button will hang-up the phone

Local Calls

1. Press **Dial Pad** if it is not displayed
2. Dial **9** and 10-digit local number

Long Distance Calls (Domestic & Canada)

1. Press **Dial Pad** if it is not displayed
2. Dial **9 + 1 + Area Code and Number**
3. Enter the 6-digit **Authorization Code** when the Recall Dial Tone (3-beeps & Dial Tone) is heard

Long Distance Calls (International)

1. Press **Dial Pad** if it is not displayed
2. Dial **9 + 011 + Country Code and Number and (#)**
3. Enter the 6-digit **Authorization Code** when the Recall Dial Tone (3-beeps & Dial Tone) is heard

Send Calls to Coverage (Assistant or Voice Mail)

Activate From An Idle Phone

1. Press **Dial Pad** if it is not displayed
2. Dial ***8** and receive 3-beep Confirmation Tone
3. Press **Speaker** to hang-up

Cancel From An Idle Phone

1. Press **Dial Pad** if it is not displayed
2. Dial **#88** and receive 3-beep Confirmation Tone
3. Press **Speaker**

Answering a Call

1. Press **Answer** or Press **Ignore** or Press **Speaker**

Hang-up a Call

1. Press **Speaker**

Transferring Calls

Features on an Active Line. When a line is active, the



Hold, **Conference**, **Transfer** and **Drop**

buttons display

For the instructions below where “Dial the Number...” is stated, you may instead Press or Contacts and select an entry.

Transfer a Call (Blind/Push Transfer)

1. Press **Transfer**
2. Dial the number to which the call will be transferred
3. Press **Complete** and Hang Up

To stop the transfer, press **Cancel** to return to your original party

If you make a dialing error, press



Line Appearance to return to the line on hold and depress that line to take it off-hold and re-start the process

Transfer a Call & Connect/Conference Parties

1. Press **Conference**
2. Dial the number to which the call will be transferred
3. Wait for the party to answer, announce call
4. Press **Join** Introduce Parties and Hang Up

To stop the transfer, press **Cancel** to return to your original party

If you make a dialing error, press



Line Appearance to return to the line on hold and depress that line to take it off-hold and re-start the process

Transfer a Call into Voice Mail:

For Calls to Another Party Answered on Your Line

1. Press **Transfer**
2. Dial the Express Messaging number for the Voice Mail system of the desired party
 - Unified Messaging 87300
3. Press **Dial Pad** and dial (# #)
4. Follow the prompts & Press **Complete** & Hang Up

Conference Calls

You can have a total of **6** lines on a conference call (including yourself).

Set up Conference Calls

1. Have the first participant on the line
2. Press **Conference** or **Add** as indicated on screen
3. Dial the next participant
4. Press **Join**
5. Continue until all parties have been added

Displaying Dropping & Muting Parties on a Conference

1. To List Parties - Press **Details**
2. To then Mute an Outside Party



- » Press  on the line to be muted
- » **Note:** The muted party may un-mute themselves by pressing (#) on their phone. Press **Refresh** and the Microphone Symbol to re-mute them

3. To Drop a Party, press the  on the line to be dropped and follow the prompts

Conferencing Between Two Lines

1. Place the 1st line on **Hold**
2. Answer or connect to the 2nd line
3. Press **Conference**
4. Press 
Line Appearance
4. Select/Press the button of the 1st line
5. Press **Join** Introduce the Parties

Contacts Features

View Contacts Details

1. Press **Contacts**
2. Press the person symbol  located in the right of the contact to view the details
3. Press **Back** to exit Contacts

Calling a Contact

1. Press **Contacts**
2. Press the Contact to be called by touching the name field

Add a New Contact

1. Press **Contacts**
2. Press **Add**
3. Touch the name field to bring up the keyboard display and enter the name
4. Press **✓** to accept the entry
5. Enter the telephone number (**reminder: dial 9 to get an outside line**)
6. Press **Save**
7. Press **Back** twice to exit Contacts

Edit a Contact

1. Press **Contacts**
2. Press the person symbol  located in the right of the contact to view the details
3. Press **Edit** and edit the contact
4. Press **Save**
5. Press **Back** twice to exit Contacts

Delete a Contact

1. Press the person symbol  located in the right of the contact to view the details
2. Press **Delete** twice two confirm
3. Press **Back** to exit Contacts

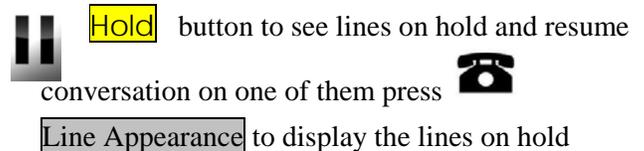
Miscellaneous Telephone Operations, Options, and Information

Placing a Call on Hold and Answering Another Call

1. If you are already on a call, your choices are:
 - Hold the existing call and answer the new call
 - Press the **Ans-Hold** button
 - End/Drop the existing call and answer the new call
 - Press the **Ans-Drop** button
 - Ignore the new call and silence the ring tone
 - Press the **Ignore** button

Placing a Call on Hold and Viewing Calls On Hold

To place a call on Hold, press the



Forward an Extension

1. Get Dial Tone on the extension to be forwarded
2. Press ***2** and the extension to where the phone will be forwarded (typically interoffice only)
3. To **deactivate forwarded calls**, get Dial Tone on the line that was forwarded
4. Press **#22**

Note: If your calls are not answered at the forwarded-to station or if the forwarded-to station is busy, your calls will be re-directed to your Coverage Path, e.g. to Voice Mail or to Assistant then Voice Mail.

Send All Calls overrides Forwarding. Be sure to turn-off Send All Calls for calls to forward.

Extension Format and Inter-office Dialing:

- You must dial 5-digits when calling extensions
- Direct Dial Numbers are:

DIRECT DIAL	EXTENSION/5-DIGIT DIAL
404-251-xxxx	1-xxxx
404-712-xxxx	2-xxxx
770-784-xxxx	4-xxxx
404-686-xxxx	6-xxxx
404-727-xxxx	7-xxxx
404-778-xxxx	8-xxxx

Set ID and Dial Pad Display & Line Appearance Display

As shown in the left-hand picture below, the top of the display provides the Set ID (18990 shown) and the time.

As shown in the right-hand picture below, the line appearances are shown.



Important Phone Numbers

Service Desk – 404-727-7777

Please see <http://it.emory.edu/telephones> for other Telephone Quick Reference Guides (QRGs) and Detailed Telephone Instructions

Please see <http://it.emory.edu/voicemail> for QRGs on Voice Mail