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 **[phone]** 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 **X** 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 \texttt{Contacts}.
2. Press the person symbol \textbullet located in the right of the contact to view the details.
3. Press \texttt{Back} to exit Contacts.

Calling a Contact
1. Press \texttt{Contacts}.
2. Press the Contact to be called by touching the name field.

Add a New Contact
1. Press \texttt{Contacts}.
2. Press \texttt{Add}.
3. Touch the name field to bring up the keyboard display and enter the name.
4. Press \texttt{V} to accept the entry.
5. Enter the telephone number (\textit{reminder: dial 9 to get an outside line}).
6. Press \texttt{Save}.
7. Press \texttt{Back} twice to exit Contacts.

Edit a Contact
1. Press \texttt{Contacts}.
2. Press the person symbol \textbullet located in the right of the contact to view the details.
3. Press \texttt{Edit} and edit the contact.
4. Press \texttt{Save}.
5. Press \texttt{Back} twice to exit Contacts.

Delete a Contact
1. Press the person symbol \textbullet located in the right of the contact to view the details.
2. Press \texttt{Delete} twice to confirm.
3. Press \texttt{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 \texttt{Ans-Hold} button
   - End/Drop the existing call and answer the new call
     - Press the \texttt{Ans-Drop} button
   - Ignore the new call and silence the ring tone
     - Press the \texttt{Ignore} button

Placing a Call on Hold and Viewing Calls On Hold
To place a call on Hold, press the \texttt{Hold} button to see lines on hold and resume conversation on one of them press \texttt{Line Appearance} to display the lines on hold.

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:

<table>
<thead>
<tr>
<th>DIRECT DIAL</th>
<th>EXTENSION/5-DIGIT DIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>404-251-xxxx</td>
<td>1-xxxx</td>
</tr>
<tr>
<td>404-712-xxxx</td>
<td>2-xxxx</td>
</tr>
<tr>
<td>770-784-xxxx</td>
<td>4-xxxx</td>
</tr>
<tr>
<td>404-686-xxxx</td>
<td>6-xxxx</td>
</tr>
<tr>
<td>404-727-xxxx</td>
<td>7-xxxx</td>
</tr>
<tr>
<td>404-778-xxxx</td>
<td>8-xxxx</td>
</tr>
</tbody>
</table>
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