Phone Overview

Incoming call/Voicemail indicator
Indicates incoming call (flashing red) or new voicemail (steady red)

Soft Keys
Allows access to additional functions

Voicemail
Autodial your voicemail system

Applications
Access call history, user preferences and phone settings

Contact Directory
View and manage internal contact directory

Volume
Adjust handset, headset and speakerphone volume (off hook) or ringer volume (on hook)

Navigation
Scroll through menus, highlighted items, and select items

Transfer
Push to transfer your current call to another phone number

Mute
Push to mute caller, push again to unmute

Line & Feature Buttons
Use line and feature buttons to view calls on a line, or access features such as speed dial

Buttons illuminate to indicate status:
- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

Hold
Places caller on hold

Conference
Answer call, place on hold, dial the number, then press conference

Speakerphone
Push and hang up handset to hear caller

Headset
Plug-in compatible headset into the back of the phone, press button to activate

How To Use Your Phone

To place a call:
- Pick up the handset and then dial, OR
- Dial the number and press the speaker button (if using speakerphone), OR
- Dial the number and press the headset button (if using a headset)

On-campus calls, dial 7-digit number, and off-campus calls, dial 10-digit number.

To answer a call:
- Lift the handset OR
- Press the speakerphone button (if using the speakerphone), OR
- Press the headset button (if using a headset)

Call Hold
Place a call on hold and answer it later.
Step 1 Press the hold button to put a call on hold.
Step 2 Press the hold button to resume the call.

Conference Call
To setup a conference call do the following:
Step 1 While on an active call, press
Step 2 Dial the # or extension of the next party
Step 3 When the party answers, press

Transfer Call
Step 1 While on an active call, press the transfer button
Step 2 Dial the # or extension and press the transfer button

Configure Setting Options
To configure phone options such as, ringtone, contrast, headset options, and backlight:
Step 1 Press the applications button
Step 2 Use the navigation button to scroll down, or press the number 2 button on the keypad.
Step 3 Select the appropriate category of options you would like to configure.

How To Connect Your Phone

DC adaptor port (optional)
Network port (10/100/1000 SW) connection
Access port (10/100/1000 PC) connection
Auxiliary port
Handset connection
Analog headset connection (optional)
Voicemail

Access the U.C. Davis voicemail system by doing the following:

From your VoIP phone: Press the * and enter your password (Default for the first time is 053421)

From a remote location: Dial (530)752-2500 and press the * key.

Enter your ID (10 Digit Phone #) and enter your PIN, followed by the # key.

The first time you access your voicemail it will prompt you for the following:
1. Add a recorded name
2. Setup your greeting
3. Setup your PIN (must be six digits long)
4. Change your listing status

TO LISTEN TO MESSAGES

To listen to messages, press:
1. New messages
2. Old messages
3. Saved messages
4. Deleted messages
5. Review deleted messages
6. Erase all messages

During message summary or review, press:
1. Restart summary or message
2. Save
3. Delete
4. Reply
5. Forward
6. Save as new
7. Go back 3 seconds
8. Pause Message
9. Go forward 3 seconds
# Skip summary or message
When message playback is paused:
1. Restart message playback
2. Go back 3 seconds
3. Restart message playback and go back 3 seconds
4. Restart message playback and go forward 3 seconds

After reviewing message:
1. Replay message
2. Save
3. Delete
4. Reply
5. Forward
6. Save as new
7. Hear final 3 seconds of message

TO SEND A NEW MESSAGE

To send a new message, press:
1. Send a message
2. Send a message
3. Record a message
4. Address message

Recording Options:
1. Add name
2. Send
3. Urgent
4. Return Receipt
5. Private
6. Future Delivery
7. Review Recording
8. Re-record
9. Add to message
10. Hear all names
11. Copy self
12. Urgent
13. Cancel
14. Later today
15. Tomorrow
16. Two days from now and so on
17. Enter month and day
18. Repeat
19. Delete
20. Exit

TO ADDRESS MESSAGES

To address messages:
By name (default): Spell the name, then press #

Multiple matches found
1. Add another name
2. Start recording

Single match found
1. Confirm extension
2. Cancel selection

By number: Enter the number of the extension, location, or distribution list.

Press number of desired recipient, or # for new search

SETUP

Setup options:
1. Greetings
2. Message Settings
3. Preferences
4. Transfer Setting
5. Standard transfer rule
6. Alternate transfer rule
7. Close transfer
8. Re-record
9. Turn on/off alt greeting
10. Edit other greeting
11. Play all greetings

1. PIN change
2. Recorded name
3. Directory listing
4. Change names on list
5. Message notification
6. Menu style
7. Private list
8. Set pager
9. Home phone
10. Work phone
11. Mobile phone
12. Brief menu

Use these keys at anytime:
0. Help
# Cancel, exit, or back up
## Skip or move ahead, complete or confirm addressing, accept changes, send message, and start/stop recording

Additional Information

We hope this quick guide has been useful.

For a more detailed review of all available features, please visit us at:

http://itcatalog.ucdavis.edu/service/voip