Basic Features

Note: The display screen will change to sleep mode after 9:00 PM and on weekends. It will become live again at 6:00 AM. To activate the screen during the off times, just lift the receiver.

Switch Handset and Speaker

- **Handset to speaker** - press the **Speaker** button and hang up the handset
- **Speaker to handset** - lift the handset

Place an Internal Call

- Press an unlit line button and dial a number (you're on speaker), or
- Lift the handset and dial a number, or
- Press the **Speaker** button and dial a number, or
- Press the **New Call** softkey and dial a number, or
- To place a missed, received or placed call, press the **Directories** button, scroll to **Missed Calls**, **Received Calls**, or **Placed Calls**, press the **Select** softkey, scroll to a listing, then press the **Dial** softkey and lift the handset
- To dial the last number called, press the **Redial** softkey to activate the speakerphone, or lift the handset and press the **Redial** softkey

Place an External Call

Local - Dial 6 and the local number

Long Distance - Dial 8, 1 (Area code) and the number

Answer a Call

- Lift the handset, or press the **Speaker** button
- While on a call, press the **Answer** softkey to answer a second call (the first call is placed on hold). After you hang up the second call, press the **Resume** softkey to access the first call again

End a Call

- Hang up the handset, or
- If using the speaker, press the **Speaker** button, or
- Press the **End Call** softkey

Mute a Call

- Press the **Mute** button
- To turn off mute, press the **Mute** button again

Shared Phone Lines

- Anyone on a shared line can answer an incoming call
- If a call on a shared line is put on hold anyone on the shared line can pick it up.

Note: On a line that is NOT shared, a call on hold can only be picked up from the phone where it was placed on hold.

Place a Call on Hold

- During an active call, press the **Hold** softkey
- To resume the call, press the **Resume** softkey, or press the pulsing line button

Note: Pressing the Hold button again does not resume a call from hold

Transfer a Call

1. During a connected call, press the **Transfer** softkey
2. Dial the phone number you want to transfer to
3. Press **Transfer** again to complete the transfer, or wait for the recipient to answer and confirm they can take the call then press Transfer again

Note: If you need to return to the original call, press the **line** button or the **Resume** softkey

Conference Call

1. While on a connected call, press the '**mor**e' softkey
2. Press the '**Confrn**' softkey and dial a number
3. When the party answers and confirms they are available, press the '**Confrn**' softkey again to join the first caller
4. To add **one** more participant, repeat steps 1-3
5. The conference ends when **all** participants hang up

Forward Calls

1. Press the **CFwdALL** softkey
2. Enter a phone number

Note: Press the **CFwdALL** softkey to cancel call forwarding.

Park a Call

1. While on a connected call, press '**mor**e' softkey
2. Press the **Park** softkey
3. Note the #9xx number that displays on your screen
4. At a different phone, someone can enter the #9xx number that was displayed when the call was parked

Do Not Disturb

• Press the **DND** softkey to turn of the ring tone and to divert **all** calls to voice messages. Press **DND** again to turn it off.

Divert a call to Voice Messages

• Press the **iDivert** softkey on an incoming call to send **that call only** to voice messages

EMU Directory

1. Press the **Directories** button
2. Scroll to **Corporate Directory**
3. Press the **Select** softkey on the navigation pad
4. Scroll to the **Last Name** field and enter 3 or more letters (for 'c' you need to press '2' three times, for 'e' press '3' two times, etc. If you enter a wrong letter press the delete softkey)
5. Press the **Search** softkey
6. Scroll to a name and press the **Dial** softkey

Ringtone

1. Press the **Settings** button
2. Scroll to **User Preferences** and press the **Select** softkey
3. Scroll to **Rings** and press the **Select** softkey
4. Scroll to ring option 1 or 2 and press the **Select** softkey
5. Scroll to a ringtone and press the **Play** softkey to hear the ring
6. Scroll to the ringtone you want to use and press the **Select** softkey
7. Press the **Save** softkey
8. Press the **Back**, **Exit** and **Exit** softkeys to exit

Background Images

1. Press the **Settings** button
2. Scroll to **User Preferences** and press the **Select** softkey
3. Scroll to **Background Images** and press the **Select** softkey
4. Scroll to the background you want to use and press the **Select** softkey
5. Press the **Save** softkey
6. Press the **Exit** and **Exit** softkeys to exit

Volume Control

• Press plus or minus on the **Volume** bar to increase or decrease the volume of the device you are currently using (handset, headset or speaker), then press the **Save** softkey to save the setting

• To adjust the volume of the ringtone, while the handset is in the cradle press plus or minus on the **Volume** bar

Access Help

1. Press the help button (**?**) and wait for the menu
2. Scroll to a category and press the **Select** softkey
3. Scroll to a topic and press the **Select** softkey

Additional Resources

To access **Online Call Manager**, where you can set up features such as speed dialing, online call forwarding and do not disturb options, go to:
http://www.emich.edu/it/services/voip/call_manager.

IMPORTANT: If you need to move your phone to a new location please contact the Help Desk at (734) 487-2120.

Voice Messages

Following are steps to access voice messages:

Access Messages at Your Phone

1. Press the **Messages** button
2. Enter your **PIN**
3. Press '**1**' to access new messages, or '**3**' and then '**1**' for saved messages

Access Messages at Another Phone

1. Dial your phone number (**On Campus** - 5 digit number (7-xxxx), **Off Campus** - 10 digit number (734-487-xxxx))
2. Press the (*****) key when a voice recording answers
3. Enter your **ID** number (**5** digit number**)** and the (**#**) **key**
4. Enter your **PIN** and the (**#**) **key**
5. Press '**1**' to access new messages, or '**3**' and then '**1**' for saved messages

Additional voice message options that you can manage online are available in the **Voice Message Quick Reference Guide** at www.emich.edu/it/services/voicemessages/index.php.