Navigating Your Phone

Line Buttons
Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features.

Session Buttons
Session buttons are located on the right side of the phone screen and cannot be modified. These buttons are used to perform tasks such as answering a call, resuming a held call, or initiating phone functions, such as displaying missed calls. Each call on your phone is associated to a session button.

Softkeys
Softkeys are feature buttons that dynamically change to reflect your current options. Four softkey buttons are located below the phone screen. You can press the More softkey when available to reveal additional softkeys.

Scrolling
To scroll though a menu or list, press up, down, left or right on the four-way Navigation cluster.

Hold
1. Press Hold. The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green Line button, Resume, or Hold.

Transfer
1. From an active call, press Transfer. Enter the transfer recipients extension or telephone number.
2. Press Transfer again either before or after the party answers to complete the transfer.

Conference
1. From an active call, press Conference. Make a new call.
2. Press Conference again either before or after the party answers. The conference begins and the phone displays “Conference.”
3. Repeat these steps to add additional participants.
4. The conference call ends when all participants hang up. Video is unavailable during conference calls.

Join Calls
You can conference the active call with the held calls either on the same line or across lines.
- From an active call, press Conference.
- Press Active calls to select the held call, and press Conference again to create the conference.

Directories
Ohio University Directory
1. Press Contacts.
2. Scroll and select Ohio University Directory.
3. Use your keypad to input search criteria.
4. Press Submit.
5. To dial, scroll to a listing and press Dial.

Personal Directory
To setup your PIN to use the Personal Directory go to https://myphone.ohio.edu and log into the website. Once logged in click on General Settings and enter your PIN under the Phone Services PIN section.

Voicemail
When you receive a new voicemail message, you will notice these message indicators:
- A solid red light on your handset.
- Look for the Message icon on the right side of your phone display.

Listen to Messages
Press the Messages button and follow the voice prompts. To check messages for a specific line, press the line button first.

Divert to Voicemail
Press the Decline softkey when the call is ringing, or on hold. Decline sends an individual ringing call directly to your voicemail.
Placing a Call

**On-Campus** – Last 5 digits
**Campus to Campus** – 10 digit number
**Off Campus Local** – 9 + 10 digit number
**Long Distance** –
  - Domestic – 9 + 1 area code + telephone number
  - International* – 9 + 011 + country code + city + number
**Toll Free** – 9 + 1 + 8xx + number
*International calling configured upon request.

Dialing

To place a call, pick up the handset and enter a number, or try one of these alternatives.

**Redial Last Number**
Press **Redial** to redial from your primary line. To redial on another line, press the desired line button first.

**Dial With Receiver On-Hook**
1. Enter a number.
2. Lift the handset or press **Call, Headset**, **Speakerphone**.

**Speed Dial**
Enter a speed-dial number and press **SpeedDial**. You can configure speed dials for your phone at [https://myphone.ohio.edu](https://myphone.ohio.edu)

Mute

1. While on a call, press **Mute**. The button glows to indicate that mute is on.
2. Press **Mute** again to turn mute off.

Answering

Incoming calls are displayed in these ways:

- A flashing amber line button
- An animated icon and caller ID
- A flashing red light on your handset

To answer the call, lift the handset or press the **Answer**, the **Headset** button, or the **Speakerphone** button.

Forward Calls

1. To forward calls on your primary line to another number, press the **Forward all** softkey.
2. Enter a phone number or press the **Messages** button to forward all calls to your voicemail.
3. Look for confirmation of the forward on your phone display.
4. To cancel call forwarding, press **Forward off**.

Video Calling

To disable video calling please rotate the camera shutter counter clockwise to close and disable the camera. This is only applicable to video capable phones.