

Telephone

Quick Reference Guide

Layout

Handset

With red light strip which lights up to indicate an incoming call (flashing) or a new voicemail (solid).

Navigation Pad

Press one of the dots on the outer ring to move up, down, left or right in a menu. Press the grey button in the middle to make a selection.

Keypad

Press keys to dial phone numbers, enter letters or choose menu items.

Messages Button

Dials the voicemail system.

Applications Button

Opens/closes the Applications menu. Accesses preferences, call history and phone information.

Contacts Button

Accesses the personal and corporate directories.

Volume Control

Controls the call volume if used while the handset is off-hook. Controls the ringer volume if used while the handset is on-hook.

Feature Buttons

Each button corresponds with a phone line, speed dial or calling feature.

Session Buttons

Each button corresponds with an active call or a call function depending on the state of the phone. Coloured LEDs on the button reflect the call state: flashing amber for a ringing call, solid green for a connected call.

Softkey Buttons

Activates options for the selected call or the menu item.

Phone Screen

Shows information about your phone.

Back Button

Returns to the previous screen or menu.

Release

Ends a connected call or session.

Headset Button

Allows use of your phone in Headset mode.

Speakerphone Button

Allows use of your phone in Speakerphone mode.

Mute Button

Switches the microphone muting on and off.

Hold Button

Allows you to put an active call into a held state.

Transfer Button

Allows you to redirect a connected call from your phone to another number.

Conference Button

Allows you to add another party to the current call.

Logging In (after first time)

- Press **Applications** button.
- Select **ExtensionMobility**.
- Enter your Humber username and PIN.
- Select the **Submit** softkey.

Answering Calls

Using the Handset

- If the Handset is already lit, press the **Answer** softkey or the flashing line button.

Using the Headset

- Press the unlit **Headset** button.

Using the Speaker

- Press the **Speakerphone** button.
- Press the **Answer** softkey or select a flashing line button.

Placing Calls

Internal	Dial the extension
Local	Dial 9 + local number
Local Distance	Dial 9 + 1 + local number
International	Dial 9 + 011 + number + # + Access Code (when requested)
Emergency	Dial 911

Searching the Directory

- Press the **Contacts** button to access the personal or corporate directory.
- Use the **Navigation** pad to select which directory to search.
- Enter first or last name using the dial pad. Keep pressing a number key to toggle between letters.
- Use the **X** softkey to backspace one or more letters.
- Press the **Search** softkey to search.
- Use the **Navigation** pad to highlight the person you would like to call.
- Press the **Dial** softkey to automatically call the number.

Mobile Transfer – Call In Progress


IMPORTANT: To use this feature, your smartphone must **first** be registered in the telephony system. Please contact the IT Support Centre for more details.

Move a Desk Phone Call to a Mobile Phone


- Press the **ellipsis** (..) softkey to view more options.
- Press the **Mobility** softkey.
- Select the **To Mobile** softkey.
- Answer the in-progress call on your mobile phone.

Managing Calls

Placing a Call on Hold



- If you have more than one call on the line, the call you want to place on hold should be highlighted.
- Press the **Hold**  button. The call is now on hold.
- To resume the call, the call you want to resume should be highlighted.
- Press the **Resume** softkey to release the call from hold.

Switching Between Calls



- While on a call, press the **Answer** softkey or a flashing line  button.
- The first call will automatically be placed on hold and you will be connected to the second call.
- After you hang up or place the second call on hold, press the **Resume** softkey, returning you to the first call.
- If there is more than one call on hold, ensure that you select the appropriate call before you press the **Resume** softkey.

Transferring a Call

Transfer a call without speaking to the transfer recipient

- With a connected call, press the **Transfer**  button and enter the target number.
- When you hear ringing, press the **Transfer**  button again to transfer the call to the target number.

Talk to the transfer recipient before transferring the call


- With a connected call, press the **Transfer**  button and enter the target number.
- If the recipient is willing to accept the call, press the **Transfer**  button again to transfer the call to the target number.
- If you decide not to transfer the call, press the **Resume** softkey to return to the original call.

Forwarding all Calls

To redirect all of your incoming calls to another internal phone or local number

- Press the **Forward all** softkey. Your phone may beep twice.
- Enter the extension or phone number to which your incoming calls should be forwarded.
- The forwarding number is now displayed on the top of your screen. All incoming calls will be routed to this number until you cancel call forwarding.

To forward your calls to voicemail


- Press the **Forward all** softkey. Your phone may beep twice.
- Press the **Messages**  button.
- The forwarding number is now displayed on the top of your screen. All incoming calls will be routed to this number until you cancel call forwarding.

To cancel Call Forwarding

- Press the **Forward off** softkey.



Audio Conferencing

You must have a connected call to use the feature.



- Press the **Conference**  button to add another party to the call.
- Enter the phone number of the conference participant.
- After the call connects, speak to the conference participant and then press the **Conference** button to add another party to the call.
- Repeat the process to add additional participants to the conference call.

Customizing Your Telephone



Change the Font Size

- Press the **Applications**  button.
- Use the Navigation  pad to:
 - highlight and select **Settings**.
 - highlight and select **Font size**.
 - highlight and select the desired font size.
- Press the **Set** softkey to confirm your choice.
- Press the **Exit** softkey twice.

Customize the Screen Contrast

- Press the **Applications**  button.
- Use the Navigation  pad to:
 - highlight and select **Settings**.
 - highlight and select **Brightness**.
 - adjust the level of brightness.
- Press the **Save** softkey to save the setting.
- Press the **Exit** softkey twice.

Customize the Ring Tone

- Press the **Applications**  button.
- Use the Navigation  pad to:
 - highlight and select **Settings**.
 - highlight and select **Ringtone**.
 - highlight and hear the selected sound.
- Press the **Set** softkey to save the setting.
- Press the **Exit** softkey twice.

Using Single Number Reach

IMPORTANT: Your profile must be configured in the telephony system **first** in order to use this feature. Contact the IT Support Centre for more details.

- Press the **ellipsis** (...) softkey.
- Press the **Mobility** option. The current status is shown at the top of the screen.
- Press the **Select** softkey to enable/disable mobile connect.