FSU VoIP Phone User Guide

CALLING

Internal: Lift handset and dial 5-digit extension
Local Calls: Lift handset, dial 9, then 7 digit number
Long Distance: Lift handset, dial 9, then 1, plus area code and number for long distance calls.

PHONE FEATURES

Hands free:
To make a speaker call, select a free line without lifting the handset or select the speaker button. Dial call as normal. If on an existing call, press the speaker button and hang up the handset. Lifting the handset will turn the speaker off.

Mute:
To activate Mute: While on an active call, press the **MUTE** Button. You will notice the red indicator light will turn on indicating **MUTE** has been activated.
To deactivate Mute: Press the **MUTE** button again. The red indicator will turn off.

Transfer:
To transfer a call, press the button under the word **TRANSFER** appearing in the phone screen, dial 5-digit extension. Press the button under the word **COMPLETE** appearing in the phone screen to complete the transfer.
To go back to the original call if the transfer does not complete, press the line key with the flashing icon to return to your original call.

Volume:
While on an active call press **+** or **–** on the volume button to adjust the volume of your handset, headset or speaker. While you are not on an active call, pressing these buttons will adjust the ringer volume.

Call Forward:
Activate: Dial ***108**, then dial the number that you are forwarding your call to. You will hear a confirmation dial tone when complete.
Deactivate: Dial **#108**, listen for confirmation tone.
You must dial 9 if you are forwarding to an off-campus number.

Conference:
After making or receiving a call, Press the key under the word **CONF** appearing in your screen, the dial the 5 digit ext or 9 plus number. Press key under **JOIN** and all parties will be joined (repeat to add up to a total of six parties).

Last Number Redial:
Press the button under the word **REDIAL** appearing in your screen. The last number will be automatically redialed.
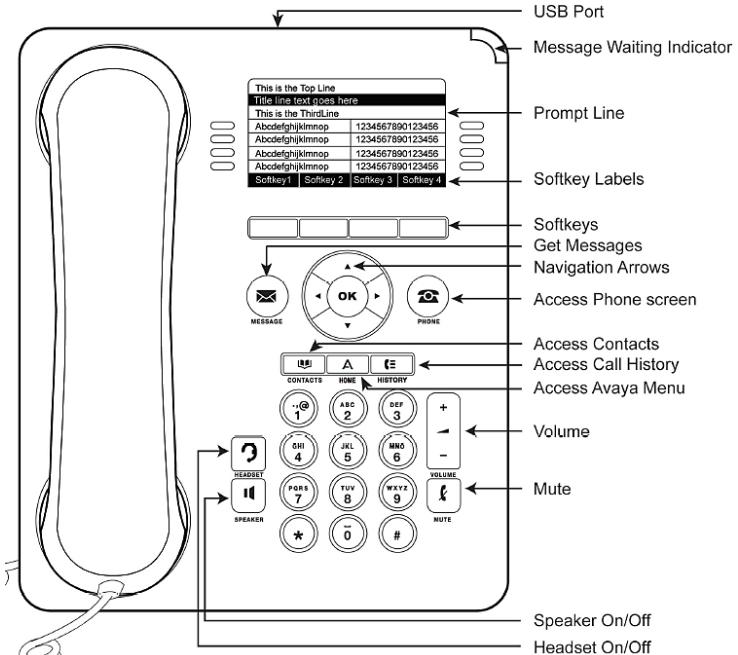
Retrieve Voice Mail Messages:
When a voice message is in your mailbox, you will notice the red indicator light will be illuminated. To listen to your message, press the **MESSAGE** button, and enter your voice mail password.

Personalize Your Ring Tones:
Press the **HOME** button, select **OPTIONS & SETTINGS**, scroll down to **SCREEN & SOUND OPTIONS**, press **OK** button, select **PERSONALIZED RINGING**, scroll to the desired tone and select **SAVE** to change your ring tone.

Voicemail:
For detailed voicemail instructions, please visit: http://its.fsu.edu/Communications/Telephone-Services/Voicemail

For equipment manuals and pricing, please visit: www.its.fsu.edu/Communications/Telephone-Services/Equipment-Pricing