**Calling Basics**

**Answering Calls**
To answer a call:
- Lift the handset
- Press the Speaker button
- Press the Headset button

**Making Calls**
1.) Activate the audio device with which to make the call:
   - Lift the handset
   - Press the Speaker button
   - Press the Headset button

2.) Wait until a dial tone is audible and then enter the number.
   - Internal: dial "1" or "2" and then the extension (e.g., 11234 and 21234, these numbers would dial different phones).
   - Local: dial "9" and then enter the 7-digit phone number.
   - Long distance: dial "9" then "1" then the 10-digit phone number.

**Switching Lines**
If you have more than one active call and need to switch between lines, you can do so by pressing the side buttons:

**Putting Calls On Hold**
1.) While on an active call, press the Hold softkey:
2.) When you want to resume the call, press the Resume softkey:

**Transferring Calls**
1.) While on an active call, press the Transfer softkey, then dial the number to which you want to transfer the call:
2.) When the call is answered, press the Complete softkey:

**Conference Calls**

**Setting Up A Conference Call**
1.) While on an active call, press the Conf. softkey:
2.) Dial the number you want to add.
3.) When the person answers, press the Join softkey:

**Adding A Person On Hold To A Conference Call:**
While either on a call or on a conference call:
1.) a.) Press the Conf. softkey: OR
   b.) Press the Add softkey:
2.) Using the buttons to the side of the screen, select the line which has the person on hold:
3.) To take the person off hold, press the Resume softkey:
4.) To add them to the call, press the Join softkey:

**Dropping a Person from a Conference Call:**
1.) From the phone screen, select the conference call using the side buttons:
2.) Press the Details softkey:
3.) Select the person you want to drop via the side buttons:
4.) Press the Drop softkey:
Voicemail

Accessing Voicemail Messages
1) To access your voicemail, press the Message button  
   OR dial your region's voicemail number:

   Blacksburg: 540-231-1000
   National Capital Region (VTRCA, NVC, LCI, EMC): 703-538-3740
   Richmond: 804-643-1326

2.) Follow the prompts given by the voicemail system. When prompted to “enter your password”, dial your password and press the # key to submit it.

Send All Calls to Voicemail
While on the main phone screen, press the Send All softkey. When enabled, a check will appear next to Send All. To disable press the Send All softkey again so that a check no longer displays.

Unified Messaging
Unified Messaging allows you to receive email notification of new voicemail messages, including an audio copy of the voicemail. Instructions are available at: www.nis.vt.edu/training/deskphone/unified_messaging.php

Call History

Calling From Call History
1.) Press the History button.
2.) Scroll left or right to sort the calls and up or down to select the number to call.
3.) To start calling, press the Call softkey.

Adding Entry From Call History To Contacts
1.) Press the History button:
2.) Scroll down to the name of the person you want to add
3.) Press the +Contact softkey and edit the name and number if necessary:
4.) When done, press the Save softkey.

Call Forwarding

Forwarding Calls
While on the main phone screen, press the Call Forw softkey.

When enabled, a check will appear next to Call Forw: To disable press the Call Forw softkey again so that the check no longer appears.