

SUNY ORANGE

BASIC VOIP STATION USAGE

Note on button references: button names in bold capitals refer to permanently-labeled buttons on the face of the station. Sentences with the words "the button labeled <Name>" refer to the buttons around the display screen, which serve different purposes depending on the context.

MAKING CALLS

- College extensions can be dialed using the last four digits
- Press 8 before dialing an outside number
- Long distance calls require an 8, then 1, then the full ten-digit telephone number

ANSWERING CALLS

- Calls can be answered either by picking up the handset or pressing the **SPEAKER** button. The **SPEAKER** button will illuminate when the station speaker is active.
 - Picking up the handset when the speaker is active will override the speaker. While the handset is off the hook, the **SPEAKER** button may be turned off without ending the call.
- Stations may have use of extensions other than their own (Bridged Appearances).
 - To answer a call on a Bridged Appearance line, press the button next to the Bridged Appearance extension, then pick up the handset or press the **SPEAKER** button.
 - To make an outgoing call using an extension other than yours, press the button next to the Bridged Appearance and dial the intended number.

TRANSFERRING CALLS

- The button labeled **Transfer** will only appear during an active call
- During a call, press the button labeled **Transfer**, then dial the number to which you would like to transfer the caller. Press the button labeled **Complete** to finish the transfer.

CONFERENCE CALLS

Establishing the conference call

- The button labeled **Conf** will only appear during an active call
- During a call, press the button labeled **Conf**, then dial the number of the next person you would like to add to the conference
- When the person answers, press the button labeled **Join** or the OK button to add them to the conference

Adding additional users to a conference call

- During an active conference call, press the button labeled **Add**
- Dial the number of the person you would like to add to the conference
- When the person answers, press the button labeled **Join** or the OK button to add them to the conference

PLACING CALLERS ON HOLD

- The button labeled **Hold** will only appear during an active call
- During a call, press the button labeled **Hold**
- Press the button labeled **Resume** to retrieve the call again

CALL PARK

Call Park is a type of Hold that allows the call to be picked back up from another extension.

- Press the button labeled **Call Park** to put the active call on hold.
- Hang up the handset or turn off the speaker
- The button labeled **Call Park** will remain lit to indicate that there is a parked call

RETRIEVING PARKED CALLS

- Press the button labeled **Park Retrieve**; you will hear a dial tone
- Dial the extension of the station that parked the call
- The parked call will be connected to your station

CALL HISTORY

- The call log can be accessed by pressing the **HISTORY** button
- The **HISTORY** button will light up if there are any unanswered calls
- Pressing the **HISTORY** button will show the history of incoming and outgoing calls, with the most recent at the top
 - Incoming calls will have an icon with arrows pointing toward a phone handset
 - Outgoing calls will have an icon with arrows pointing away from a phone handset
- Information about call log entries can be seen by selecting an entry with the up/down arrow keys, and pressing the button labeled **Details**
- Numbers can be called directly from the call log by selecting an entry with the up/down arrow keys and pressing either the button labeled **Call** or the **OK** button.
- Pressing the **PHONE** button will take you back to the main screen and turn off the **CALL LOG** button light
- Calls to your own voicemail are shown in the call log as outgoing calls to '**msgserver**'

FORWARDING CALLS

- The activation code for forwarding calls to another extension or to a cell phone is ***33**.
- After dialing the forwarding activation code, the screen on the station will show a prompt at the top asking for the conditions under which to forward calls. Press **1** for 'Unconditional' (all incoming calls will be forwarded).
- A second prompt will display asking what sort of incoming calls to forward: calls from internal (on-campus) extensions, outside lines, or both. Press **3** to forward calls from all sources.
- A third prompt will show asking you to enter the number to which your calls should be forwarded. This can be an on-campus extension of four digits, or an outside line of eight or eleven digits (dial the number as you would if you were calling it).
- While the station is forwarding calls, the message "**Enhanced cfwd act to #####**" will show at the top of the screen.
- To cancel the forwarding of calls, dial **#33**, then **0** to deactivate all call forwarding.

DIRECTORY

- The Directory contains a listing of VOIP extensions on campus
 - Since the Directory takes its information from the hardware controlling the VOIP system, it will contain only VOIP extensions.
- Press the button labeled **Directory**, then begin spelling the name of the person you wish to reach.
- Press the button labeled **Next** to scroll through the names in alphabetical order
- Press the button labeled **Make Call** to call the number displayed in the Directory.

INTERCOM

Not all users' stations will have an Intercom button on their screen.

- To reach someone via their intercom designation, press the button labeled **Intercom**, then enter the intercom number of the person you wish to reach.
- Alternatively, if you would prefer to have individual buttons for intercom dialing specific people, let me know.

CONTACTS

- Press the **CONTACTS** button
- Press the button labeled **New**
- Enter the required information using the number pad; change fields using the up/down arrow keys
- Save the contact information by pressing the button labeled **Save**

CHANGING RING TONE

- Press the **MENU** button
- Select Screen & Sound Options using the up/down arrow keys, then press **OK**
- Select Personalized Ringing using the up/down arrow keys, then press **OK**
- Page through the available ringtones using the up/down arrow keys. Press the **OK** button to set the selected entry as your ringtone

LABELING BUTTONS

- Press the **HOME** button
- Select 'Options & Settings'
- Select 'Application Settings'
- Select 'Personalize Button Labels...'
- Using the arrow keys, select the entry you wish to edit, and press the button labeled **Edit**
 - Entries with a black lock icon cannot have their labels changed
- Enter the desired label using the key pad
 - The button labeled **More** will give access to symbols, capital letters, and characters from foreign alphabets
- When finished, press the button labeled **Save** to apply changes

SCREENSAVERS

- A screensaver will appear after approximately one minute of inactivity. The default image is the SUNY Orange logo.

If you have questions, feel free to contact me (Jim Gill) at 4339 or james.gill@sunyorange.edu.
If you have a problem, please contact the Helpdesk at 4749 so there is a ticket for the issue, and I can prove that I don't spend all day staring at funny cat pictures on the Internet.