

NewVoice IP Phone User Guide

To place a call, choose one of the following options:

- Lift the handset and dial the number.
- Dial the number press the Dial softkey.
- Press a line button and dial the number.
- Press the Speaker button and dial the number.
- Press the **NewCall** softkey and dial the number.

Display will read “ring-Out”.

To answer a call, choose one of the following options:

- Lift the handset.
- Press the line button associated with the call.
- Press the **Answer** softkey.
- Press the Speaker button.

To end a call, choose one of the following options:

- Hang up the handset.
- Press the line button for the call.
- Press the Speaker button.
- Press the **Endcall** softkey.

To redial the most recently dialed number, choose one of the following options:

- Lift the handset and press the **Redial** softkey.
- Press the **Redial** softkey to activate the speakerphone.

To change between handset and speakerphone during a call, press the associated line button and hang up the handset.

To change between speakerphone and handset during a call, lift the handset.

To change the ringer volume, press the up or down volume key to increase or decrease the ringer volume, this is saved automatically.

To change the handset and speakerphone volume:

- Perform this task while on a call. Or, lift the handset, or press the Speaker button.
- Press the **up** or **down** volume key to increase or decrease the volume of your handset, headset or speakerphone.
- Press the **Save** softkey to save setting.



To mute a call:

- Press the Mute button.
- To turn off mute, press Mute again (or lift the handset).
- To return to the call, press the **Resume** softkey.

To a place a call on hold:

- While on a call, press the **Hold** softkey.
- To return to the call press the **Resume** softkey.

CALL TRANSFER

To transfer a call:

- During a call, press the **Transfer** softkey. This places the call on hold.
- Dial the number to which you want to transfer the call.
- When you hear ringing, press **Transfer** again, or when the party answers, announce the call and press **Transfer**. If the party refuses the call, press **End call** then the **Resume** softkey to return to the original call (use the back arrows to correct dialing errors).
- Hang up.



CONFERENCE CALLS

Conference calls may have up to six participants at a time. They can consist of any combination of internal and external calls. The call will remain connected as long as at least two of the parties remain on the line.

To place a conference call:

- During a call, press the **More** softkey and then the **ConFrn** softkey. This will automatically select a new line and place the other party on hold.
- Place a call to the third party.
- Press **ConFrn** again to add this party to the conference call.
- Repeat the first three steps to add a fourth party to the conference call.

Conference Call Options:

- To end a conference call, all parties must hang up.
- To place a conference call on hold, press the **Hold** softkey. The other parties can talk among themselves but they cannot hear you.
- To place a conference call on speakerphone, press the Speaker button. Press the Mute button to turn off the microphone. The conference parties cannot hear you but you can hear them.
- To transfer a conference call to another telephone, press the **Transfer** softkey.
- Dial the number to which you want to transfer the call and then press **Transfer** again. All parties will be transferred.

FORWARD ALL CALLS

To forward all calls to another extension:

- Press the **CFwdAll** softkey. You will hear two beeps to confirm the transfer.
- Enter the 4-digit extension number to which you want to "Forward All" of your calls. You will hear one beep, and a flashing right arrow will appear next to your phone number on the LCD to indicate that all calls are being forwarded.
- The text at the bottom of the LCD will change to display the extension number the phone is forwarded to.

To forward all calls to voicemail:

- Press the **CFwdAll** softkey. You will hear two beeps to confirm the transfer.
- Press the messages button

To cancel forward all calls:

- Press the **CfwdAll** softkey. You will hear one beep, and the flashing arrow will no longer display next to your phone number on the LCD, indicating that forward all calls is not active.
- The text at the bottom of the LCD will return to "Your Current Options".

CALL PARK

Call Park allows you to put a call on hold, and pick it up from any other phone on campus.

To park a call:

- Press the **transfer softkey + *70 + dial**
- A Call Park number will be automatically generated and you will hear a voice prompt with the number.

To retrieve a parked call:

- Lift the handset and dial ***71 + parking spot number + dial**

DIRECTORY FEATURES



Press the directories button to display the Directory menu, which provides access to the following features:

- 1 Missed Calls. For internal calls, the list displays the directory number and the user name of the phone from where the call was made. For external calls, the list displays the caller's phone number, unless blocked by the caller.
- 2 Received Calls. For internal calls, the list displays the directory number and the user name of the phone from where the call was made. For external calls, the list displays the caller's phone number, unless blocked by the caller.

3 Placed Calls. This is a list of numbers recently dialed from the phone.

To select an option from the Directory menu, choose one of the following options:

- Use the up/down arrow to highlight an option from directory menu, and then press the **Select** softkey for the desired option.
- Press the menu number of the desired option.

To view your missed calls, received calls, and placed calls:

- Use the up/down arrow to highlight an option from directory menu or press the corresponding direction option number
- Press the **Select** softkey for the desired option.
- Use the large arrow scroll keys in the middle of the phone base to scroll through the list of calls.
- When you are finished, press the **Exit** softkey to exit the Directory menu.

To call a number from the missed calls, received calls, placed calls and Company Directory lists:

- Use the up/down arrow to highlight an option from directory menu or press the corresponding direction option number
- Press the **Select** softkey for the desired option.
- Use the up/down arrow to highlight the call you wish return.
- Press the **Dial** softkey to dial the number listed.

Message



To Setup Voicemail and Record Greetings

Voicemail Setup:

- Press the **Message** key on the phone or dial * key + mailbox number (same as ext)
- Enter password (initial password is same as ext number).
- Follow prompts to change initial password and record name and greetings.

To retrieve your messages from your phone:

- Press the **Message** key or dial * + mailbox number (same as ext) followed by your password.
- Follow prompts


Company Directory



This feature allows you to access the pre-defined **Company Directory**. To call a number from the Company Directory:

- Use the arrow keys to scroll through the options
- Press **Select** for the desired contact
- Press **Dial** to dial the number listed

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- **The ? button** 

- Press the ? button, then press any key to display a brief definition of that key.

SETTINGS

To change the contrast of the display:

- Press the settings button to access the Settings menu.
- Press the **Select** soft key to select the Contrast option.
- Press the **up** and **down** soft key to set the desired intensity of the display.
- Press OK then the **Save** soft key to save your setting.

To change the ring sound:

- Press the Settings button to access the Settings menu.
- Use the large down arrow scroll key in the middle of the phone base to scroll to the Ring Type option on the Settings menu.
- Press the **Select** softkey.
- Use the scroll key choose the desired ring type.
- Press **Select, OK** and then press the **Save** soft key to save your selection.

The following menu options are used for troubleshooting purposes, and not intended for use by the end user:

- Option 3 -Network Configuration
- Option 4 -Model Information
- Option 5 -Status

Notes:

In addition to the softkeys programmed on your phone you can also access the following features using the noted shortcut keys;

Intercom - press * 1 + ext number + send/dial

Call Pickup – press * 8 + ext number + send/dial

Transfer direct to VM – transfer + ext number + * + send/dial