



For enquiries and service appointment, please call CSC Service Desk at **3442 8340**.

Warning: Do not unplug, remove or change the location of IP phone yourself. Otherwise, network interruption may be resulted. Please call our CSC Service Desk to arrange a service appointment.

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| Your phone number | '3442' + 4-digit extension number shown on the LCD screen, e.g., 34428340. An IP phone may associate with multiple lines or extension numbers, e.g., extension 8340. |
| Place an internal call | <ul style="list-style-type: none">  Uplift the handset and dial a 4-digit internal extension number.  Press a  button to open a line and dial a 4-digit internal extension number for hands free conversation.  Applicable to IP phones and PABX phones in the campus, and 'Student Residence'. i.e. those telephone number starts with '3442'. |
| Place an outside call | <ul style="list-style-type: none">  Uplift the handset and dial '0' and a telephone number.  Press a  button to open a line and dial '0' and a telephone number for hands free conversation. |
| Forward all calls to another telephone number when you are not in your office | <ul style="list-style-type: none">  To forward all calls to an internal extension, press the CFwdAll soft key as displayed along the bottom of the LCD screen. After hearing two beeps, press a 4-digit internal extension number. (Note that unanswered calls are sent to voice mailbox of the original number)  To forward all calls to an external telephone number, press the CFwdAll soft key. After hearing two beeps, press '0' and telephone number. (Note that unanswered calls are transferred to the external phone number and voice messages are recorded in voice mailbox of the external phone number, if any)  To cancel the forwarding feature, press the CFwdAll soft key. |
| Access voice mail | <ul style="list-style-type: none">  The red light on the handset lights up when you have voice mail messages and the LCD  displays the number of message you have received.  Press  the  button to access the message system and follow the voice instructions.  Press a  button to open a line and dial '6000' to access the message system and follow the voice instructions.  When you are out of office, dial '34426000', enter your extension number and password followed by '#' to access the message system.  Press '*' to skip the voice instructions given and move ahead.  When recording voice message, press '#' to skip the voice instructions. |
| Redial a number | <ul style="list-style-type: none">  Uplift the handset and press the Redial soft key.  Press a  button to open a line and press the Redial soft key. |
| Adjust volume for your handset | <ul style="list-style-type: none">  Press the  button to increase or decrease volume for the handset, headset, or speakerphone depending upon which is currently active and press the Save soft key to save the setting.  The  button controls the ringer volume if the handset is in its cradle. This setting is automatically saved. |

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| <p>Mute the microphone during a call</p> | <p> Press the  button (dimmed) to toggle Mute on.</p> <p> Press the  button (Red) to toggle Mute off</p> |
| <p>Pick a call up from any extension within your pick-up group</p> | <p> To pickup a call from an extension within your pick-up group:</p> <ol style="list-style-type: none"> 1. Uplift the handset of your phone or press a  button to open a line. 2. Press the more soft key until the Pickup soft key is shown. 3. Press the Pickup soft key to transfer the call to your extension. |
| <p>Transfer a call</p> | <p> To transfer a call:</p> <ol style="list-style-type: none"> 1. Press the more soft key until the Trnsfer soft key is shown. 2. Press the Trnsfer soft key. This places the call on hold (Press the EndCall soft key and then the Resume soft key to return to the original call). 3. Press a 4-digit internal extension number to transfer the call to this internal extension. 4. When it rings on the other end, press the Trnsfer again. 5. Hang up if handset is used. |
| <p>Transfer a call to boss line (Applicable to the 7960 series)</p> | <p> To transfer a call to the boss line:</p> <ol style="list-style-type: none"> 1. Press the more soft key until the Trnsfer soft key is shown. 2. Press the Trnsfer soft key. This places the call on hold (Press the EndCall soft key and then the Resume soft key to return to the original call). 3. Dial '*' and the 4-digit internal extension number of the boss. 4. When it rings on the other end, press the Trnsfer again. 5. Hang up if handset is used. |
| <p>Place a conference call</p> | <p> During a call, to place a conference call:</p> <ol style="list-style-type: none"> 1. Press the more soft key until the Confrn soft key is shown. 2. Press the Confrn soft key. This will put the other party(ies) on hold and open a new line. 3. Dial to another party you invite to the conference. 4. When the call connects, press the Confrn soft key again to add this party to the conference. 5. Repeat the first 4 steps to add more party(ies). <p> Once the conference initiator disconnects, no new conferees can be added.  To abandon the addition of a conferee, press the  button of the line being used.</p> <p> When the maximum number of conferees is hit and the Confrn soft key is pressed, a message 'Exceeds maximum parties' will be shown on the LCD. Press the  button of the line being used to return to the conference.</p> |
| <p>Answer a call using call waiting (Applicable to the IP phone with call waiting feature enabled)</p> | <p> Ask your department to submit a CSC Work Request to set up the Call Waiting feature for your IP phone.</p> <p> When this feature is enabled, you will hear a call waiting tone and see caller ID information if a new call comes in while you are on another call.</p> <p> To answer the call, press the Answer soft key.</p> <p> The line with the held call displays the call-on-hold icon .</p> <p> To return to the original call, you must put this call on hold by pressing the Hold soft key or end this call followed by the Resume soft key.</p> <p></p> <p> Use the  button to scroll through the calls on hold and press the Resume soft key.</p> |

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| Change ring type | <p> You may apply different ring type to different phone line or apply the default ring setting to a selected phone line by pressing Default soft key.</p> <ol style="list-style-type: none">1. Press the  button and then choose 'Ring Type' option.2. Select  a phone line for the default ring setting.3. Use  the  button to scroll through the ring types. Press Play to hear the selected ring type. Press the Select soft key at the ring type of your choice and then press OK soft key. |
| View your call logs | <p> To view missed calls, placed calls or received calls:</p> <ol style="list-style-type: none">1. Press the  button.2. Choose Missed Calls, Placed Calls or Received Calls with the  button and the Select soft key. Alternatively, press the number in front of each option.3. Use the  button to scroll through the calls log and press the Dial soft key to dial the number in focus. <p> A maximum of 32 records is stored in each of these logs.</p> |
| Access the corporate directory | <p> To access the directory:</p> <ol style="list-style-type: none">1. Press the  button.2. Use the  button to select the Corporate Directory.3. Press the Select soft key to display the directory search options.4. Use the  button to choose search options: First Name, Last Name and Number.5. Use number buttons in the dialing pad to enter a name or a number to find it in the directory.6. Press the Search soft key.7. Use the  button to select a number from the directory.8. Press the Dial soft key to dial the number in focus. <p> To enter any letter on your LCD screen, use a corresponding number key. Press the key one or more times to display a particular letter. For example, press the 2 key one time for 'A', twice quickly for 'B' and three times quickly for 'C'. After you pause, the cursor automatically advances to allow you to enter the next letter. Press the << soft key if you make a mistake. Press the 1 key one time for a space character.</p> |

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| <p>Access your personal directory (Personal Address Book and Fast Dials)</p> | <p> Your IP phone has a Personal Address Book. To open it:</p> <ol style="list-style-type: none">1. Press the  button to list service(s) available for your IP phone.2. Use the  button to highlight 'Personal Directory' and press the Select soft key. Alternatively, press the number in front of 'Personal Directory'.3. Enter your UserID and press  to move downward to enter PIN. Then, press the Submit soft key. (The initial PIN is sent to you by email after the installation of your IP phone)4. Use the  button to highlight 'Personal Address Book' and press the Select soft key. Alternatively, press the number in front of the option. |
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| <p>Edit your personal address book</p> | <p> To access your Personal Address Book:</p> <ol style="list-style-type: none">1. Perform Step 1 - 4 in the procedure of 'To access to your personal directory'.2. Use the  button to highlight 'Personal Address Book' and press the Select soft key. Alternatively, press the number in front of the option. <p> To create an entry in the personal address book:</p> <ol style="list-style-type: none">1. Open your personal address book.2. Press the Submit soft key, more soft key, and the New soft key.3.  Using the  button and your phone keypad to enter last name (optional), first name (optional), nickname (required), email (optional) and press the Phone soft key.4. Enter telephone number of home, office or mobile and press the Submit soft key. The phone displays a message that the entry has been successfully created. <ol style="list-style-type: none">1. Press the OK soft key. |
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| | <p> To find and edit an entry in the personal address book:</p> <ol style="list-style-type: none">1. Open your personal address book.2. Press the Submit soft key to display all your address book entries. Or, use  the  button to choose search options: First Name, Last Name, and Nickname, enter a specific name using your phone keypad and press the Search soft key to display names matching your search criteria.3. Use the  button, Previo, Next and the Select soft key to scroll through pages and select an entry.4. Press more and then Edit soft key.5. To edit the first name, last name, or nickname for this entry, press the Name soft key. To edit the home, work, or mobile numbers, press the Phone soft key.6. Make your changes and press the Submit soft key. The phone displays a message that your change is successful.7. Press the OK soft key. <p> Add '0' in front of an external phone number.</p> |
| <p>Create a fast dial entry for a phone number in your personal address book</p> | <p> To create a fast-dial entry for a phone number:</p> <ol style="list-style-type: none">1. Perform Step 1 - 3 in the procedure of 'To find and edit an entry in the personal address book' to find an address book entry for which you want to create a fast dial.2. Press the FastDial soft key.3. Use the  button to highlight a phone number (home, work, or mobile) and press the Select soft key. The phone displays a list of fast-dial entries.4. Use the  button, Previo and Next soft key to scroll through pages and to highlight an Unassigned fast dial entry and press the Select soft key. The phone displays a message that your change is successful.5. Press the OK soft key. <p> Add '0' in front of an external phone number.</p> |
| <p>Place a call using fast dial feature</p> | <p> To make call with your personal fast dial list:</p> <ol style="list-style-type: none">1. Perform Step 1 - 4 in the procedure of 'To access to your personal directory'.2. Use the  button to highlight 'Personal Fast Dials' and press the Select soft key. Alternatively, press the number in front of option.3. Use the  button, Previo, Next and Select soft key to scroll through pages and choose a fast dial entry.4. Press the Dial soft key. |

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| Create a fast dial entry for a phone number not in your personal address book | <p> You can assign a fast dial number for a phone number not in your personal address book:</p> <ol style="list-style-type: none">1. Perform Step 1 - 4 in the procedure of 'To access to your personal directory'. <p></p> <ol style="list-style-type: none">2. Use the  soft button to highlight 'Personal Fast Dials' and press the Select key. Alternatively, press the number in front of option. <p></p> <ol style="list-style-type: none">3. Use  the  button, Previo and Next and Select soft key to scroll through pages and to choose an Unassigned fast dial entry.4. Press the Assign soft key.5. Enter the phone number and press the Update soft key.6. Press the Exit soft key. <p> Add '0' in front of an external phone number.</p> |
| Remove a fast dial entry | <p> To remove a fast dial entry:</p> <ol style="list-style-type: none">1. Perform Step 1 - 4 in the procedure of 'To access to your personal directory'. <p></p> <ol style="list-style-type: none">2. Use the  soft button to highlight 'Personal Fast Dials' and press the Select key. Alternatively, press the number in front of option. <p></p> <ol style="list-style-type: none">3. Use  the  button, the Previo, Next and Select soft key to scroll through pages and to choose an assigned fast dial entry. Press the Remove soft key.4. Press the Exit soft key. |
| Change your greeting | <p> Press the  button to access the message system and follow the voice instructions to setup mailbox options.</p> <p> Press a  button to open a line and dial '6000' and follow the voice instructions to setup mailbox options.</p> <p> When you are out of office, dial '34426000', enter your extension number and password followed by '#' to setup mailbox options.</p> |