For enquiries and service appointment, please call IT 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 IT Service Desk to arrange a service appointment.

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	☎ Uplift the handset and dial a 4-digit internal extension number. ☎ Press button to open a line and dial a 4-digit internal extension number for hands free conversation. ✎ Applicable to IP phones in the campus and 'Student Residence'. i.e. those telephone number starts with '3442'.
Place an outside call	☎ Uplift the handset and dial '**0**' and a telephone number. ☎ Press 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	☎ To forward all calls to an internal extension, press the "**Forward all"** 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 "**Forward all"** 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 "**Forward off"** soft key.
Access voice mail	☎ 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 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	☎ Uplift the handset and press the **Redial** soft key. ☎ Press button to open a line and press the **Redial** soft key.
Adjust volume for your handset	☎ 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.

Mute the microphone during a call	☎ Press the button (dimmed) to toggle Mute on. ☎ Press the button (Red) to toggle Mute off
Pick a call up from any extension within your pick-up group	☎ To pickup a call from an extension within your pick-up group: 1. Uplift the handset of your phone or press button to open a line. 2. Press the Right Most soft key "…" until the **Pickup** soft key is shown. 3. Press the **Pickup** soft key to transfer the call to your extension.
Transfer a call	☎ To transfer a call: 1. Press the **Transfer** soft key or press the Button. This places the call on hold (Press the **EndCall** soft key and then the **Resume** soft key to return to the original call). 2. Press a 4-digit internal extension number to transfer the call to this internal extension. 3. When it rings on the other end, press the **Transfer** again. 4. Hang up if handset is used.
Transfer a call to boss line (Applicable to the 8865 series)	☎ To transfer a call to the boss line: 1. Press the Transfer soft key or Press Button. This places the call on hold (Press the EndCall soft key and then the Resume soft key to return to the original call). 2. Press '*' and the 4-digit internal extension number of the boss. 3. When it rings on the other end, press the Transfer again. 4. Hang up if handset is used.
Place a conference call	☎ During a call, to place a conference call: 1. From an active call, press the **Conference** soft key or press the button. 2. Make a new call. 3. Press **Conference** again (before or after the party answers). The conference begins and the phone displays "Conference." 4. Repeat these steps to add more participants. The conference ends when all participants hang up. **Join Calls:** You can conference the active call with the held calls either on the same line or across lines. • From an active call, press the **Conference** soft key or press the button. • Press **Active calls** to select the held call, and press **Conference** again to create the conference.

	View and Remove Participants During a conference, press **Show Details**. To remove a participant from the conference, scroll to the participant and press **Remove**. ✎ Once the conference initiator disconnects, no new conferees can be added. ✎ To abandon the addition of a conferee, press Right Most … button, press "Show detail" soft key, press the Scroll Key to select the line and press the Remove soft key. ✎ When the maximum number of conferees is hit and the **Conference** soft key is pressed, a message '**Exceeds maximum parties**' will be shown on the LCD.
Answer a call using call waiting (Applicable to the IP phone with call waiting feature enabled)	☎ Ask your department to submit a CSC Work Request to set up the Call Waiting feature for your IP phone. ☎ 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. ☎ To answer the call, press the **Answer** soft key. ✎ The line with the held call displays the call-on-hold icon . ✎ 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. Use the Extension number line button to scroll through the calls on hold.
Mute Your Audio	☎ Press Mute ☎ Press Mute again to turn mute off
Change ring type	☎ 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. 1. Press the button, choose '2.Settings' and then '2.Ringtone' 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 **Set** soft key at the ring type of your choice and then press **Exit** soft key.

View your call logs	☎ To view missed calls, placed calls or received calls: **View Call History** 1. Press the button. 2. Scroll and select **1. Recents.** 3. Select a line to view. Your phone displays the missed, placed, and received calls. 4. To view details for a call, scroll to the call, press Right Most soft key "**…**", and then press **Details**. **View Missed Calls Only** 1. View your call history. 2. Press **Missed calls**. Alternately, press the session button mapped to the Call History icon.
Access the corporate directory	☎ To access the directory: 1. Press the button. 2. Press 2 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. 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.

Access your personal directory (Personal Address Book and Fast Dials)	☎ Your IP phone has a **Personal Address Book**. To open it: 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 1 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.

Edit your personal address book	☎ To access your **Personal Address Book**: 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. ☎ To create an entry in the personal address book: 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, Work or Mobile and press the **Submit** soft key. The phone displays a message that the entry has been successfully created. 1. Press the **Exit** soft key. ☎ To find and edit an entry in the personal address book: 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 **Submit** soft key to display names matching your search criteria. 3. Use the button, **Previos**, **Next** and the **Select** soft key to scroll through pages and select an entry. 4. Press **Select** 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 **Update** soft key. The phone displays a message that your change is successful. 7. Press the **Exit** soft key. ✎ Add '**0**' in front of an external phone number.

Create a fast dial entry for a phone number in your personal address book	☎ To create a fast-dial entry for a phone number: 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. ✎ Add '**0**' in front of an external phone number.
Place a call using fast dial feature	☎ To make call with your personal fast dial list: 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.
Create a fast dial entry for a phone number not in your personal address book	☎ You can assign a fast dial number for a phone number not in your personal address book: 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** 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. ✎ Add '**0**' in front of an external phone number.
Remove a fast dial entry	☎ To remove a fast dial entry: 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, 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	☎ Press the Messages button to access the message system and follow the voice instructions to setup mailbox options. ☎ Press button to open a line and dial **'6000'** and follow the voice instructions to setup mailbox options. ☎ When you are out of office, dial **'34426000'**, enter your extension number and password followed by '#' to setup mailbox options.