



Telephone services at Yale


<http://www.yale.edu/its/telecom/>

Phone Guide for single line phone MODEL 7911



Softkeys and Navigation button

Softkeys can change depending on how you are using your phone. When a softkey is available for use, a label appears above it on the display. If the **More** softkey appears, press it to view additional commands.

Use the **Navigation button**  to navigate through menus on your display. To choose an item, use the Navigation Button to highlight it. When the phone is in idle mode, the Navigation button displays your **Placed Calls**.

Line keys allow you to choose which line you want to call from or to manage incoming calls. The configuration might vary depending on how many different numbers appear on your telephone.


Basic call handling

Place a call

- Place a call using the handset:
 - Pick up the handset and dial the number.
- Dial on-hook (without lifting the handset)
 1. Press **New Call** softkey and dial the number.
 2. Lift the handset to speak once the call is answered.
- Place a call using a headset
 - Press **New Call** softkey and dial the number.

NOTE: THE 7911 PHONE HAS A SPEAKER FOR HANDS-FREE DIALING AND LISTENING ONLY. THERE IS NO MICROPHONE. USE THE SPEAKER TO MONITOR A CALL. TO TALK ON A CALL, YOU MUST USE THE HANDSET.

Place a call when another call is active



1. Press the **Hold** Button .
2. Press **New Call** softkey.
3. Enter a number.

NOTE: See "Hold and Resume" for more information on placing calls on hold.

Monitoring a call

- Listen to a call on the speaker
 - Press **Monitor** softkey and then hang up the handset. You will be able to hear the caller but you will not be able to talk on the call.
- Stop monitoring the call and talk to the other party
 - Lift the handset.

Dial from a call log

1. Press the **Applications Menu** button:  and select **Directories > Missed Calls, Received Calls, or Placed Calls.**
2. Use the **Navigation** button  to scroll to the number and press the **Dial** softkey.

Redial a number

Press **Redial** softkey to dial the most recently dialed number.

CallBack: receive notification when a busy or ringing extension is available

1. Press **CallBack** softkey while listening to ringing or busy tone.
2. Hang up.
3. When your phone alerts you that the line is free, place the call again.

Answering a call

You can answer a call by lifting the handset, or you can use other options if they are available on your phone.

Answer with a headset

Press **Answer** softkey.

Switch from a connected call to answer a new call (If your line is programmed to receive multiple incoming calls)

Press **Answer** softkey.

Any active call is automatically placed on hold.

Use Call Pickup to answer a call ringing elsewhere

Do one of the following:

- If the **PickUp** softkey is available, press it.
- If the **PickUp** softkey is not available, go off-hook to display it then press the **PickUp** softkey.

If your phone supports auto-pickup, you are now connected to the call.



iDivert



Press **iDivert** to send an incoming call directly to voice mail.


End a call

- Hang up while using the handset.
 - Return the handset to its cradle, or press **EndCall** softkey.
- Hang up while using the headset.
 - Press **EndCall** softkey.
- Hang up while monitoring a call
 - Press **EndCall** softkey.
- Hang up one call, but preserve another call on the same line (If your previous phone was programmed with rollover lines)
 - Press **EndCall** softkey. If necessary, remove the call from hold first.

Hold call

You can **hold and resume** calls. When you put a call on hold, the **Hold** symbol  appears next to the caller ID and the **Hold** button  becomes lit (red).

- **Put a Call on Hold**
 1. Make sure the call you want to put on hold is highlighted.
 2. Press the **Hold** button .
- **Remove a call from hold**
 1. Make sure that the appropriate call is highlighted.
 2. To resume the call, press the **Hold** button .



*NOTE: WHEN A HELD CALL IS HIGHLIGHTED, THE **HOLD** BUTTON  BECOMES LIT (RED). WHEN A CALL THAT IS NOT HELD IS HIGHLIGHTED, AND THERE ARE OTHER HELD CALLS ON THE LINE, THE **HOLD** BUTTON CHANGES TO BLINKING (RED).*

Understanding lines vs. calls

- Lines—Each line corresponds to a phone number that others can use to call you. Your phone can support one line.
- Calls—If your phone is programmed to receive multiple incoming calls, only one call can be active at any time; other calls are automatically placed on hold.

Switching Between Multiple Calls

If your phone is programmed to receive multiple incoming calls you can switch between connected calls:

1. Make sure the call that you want to switch to is highlighted. If the call that you want to switch to is not highlighted, use the **Navigation** button  to scroll to it.
2. Press the **Hold** button 
Any active call is placed on hold and the selected call is resumed.

Transferring calls

Transfer a call without talking to the transfer recipient.


1. From an active call, press **Transfer** softkey.
2. Enter the target number.
3. Press **Transfer** softkey again to complete the transfer or **EndCall** softkey to cancel.
NOTE: Hanging up without pressing **Transfer** softkey again places the call on hold.

Talk to the transfer recipient before transferring a call (consult transfer)

1. From an active call, press **Transfer** softkey.
2. Enter the target number.
3. Wait for the transfer recipient to answer.
4. Press **Transfer** softkey again to complete the transfer or EndCall softkey to cancel.
NOTE: Hanging up without pressing Transfer softkey again places the call on hold.

Forwarding all calls to another number

You can use the Call Forward All feature to redirect incoming calls from your phone to another number.

- **Set up call forwarding**
 - Press **CFwdALL** softkey and enter a target phone number.
- **Cancel call forwarding**
 - Press **CFwdALL** softkey.
- **Verify that call forwarding is enabled.**
- **Look for:**
 - Alternating call forwarding icons  displayed next to your phone number
 - The call forwarding target number in the status line.


Conference calls

A standard conference allows up to six people to participate in a single call.

Create a conference by calling participants

1. From a connected call, press **Confrn** softkey. (You may need to press the **MORE** softkey to see Confrn.)
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat to add additional participants.

Using a shared line

- The Remote-in-Use icon  appears when another phone that shares your line has a connected call.
- You can place and receive calls as usual on the shared line, even when the Remote-in-Use icon appears.

Using a headset


To use a **headset**, make sure the headset is disconnected, and then connect the headset to the headset port on the back of your phone.

Depending on headset manufacturer's recommendations, an external amplifier may be required. Refer to the headset manufacturer's product documentation for more information.


If you connect a headset to the headset port, be sure that the Wideband Handset setting is disabled.

Press **Applications Menu** button  and Choose **Settings > User Preferences > Audio Preferences > Wideband Handset** and **Select**. Then use the up/down arrow and select **Disabled**, then **Save** and **Exit**.


Using call logs and directories

To access both Call Logs and Directories, use the **Applications Menu** button . Call logs contain records of your missed, placed, and received calls.

View your call logs

Press **Applications Menu** button  and choose **Directories > Missed Calls, Placed Calls, or Received Calls**. Each stores up to 100 records. To view a truncated listing, highlight it and press **EditDial** softkey.


Display details for a single call record

1. Press  and choose **Directories > Missed Calls, Placed Calls, or Received Calls**.
2. Highlight a call record.
3. Press **Details**. Doing so displays information such as called number, calling number, time of day, and call duration (for placed and received calls only).


Erase all call records in all logs

Press  and choose **Directories**, then press **Clear**.


Erase all call records in a single log

1. Press  and choose **Directories > Missed Calls, Placed Calls, or Received Calls**.
2. Highlight a call record.
3. Press **Clear**. (You may need to press the **more** softkey to display **Clear**).


Erase a single call record

1. Press  and choose **Directories > Missed Calls, Placed Calls, or Received Calls**.
2. Highlight a call record.
3. Press **Delete**.

Dial from a call log (while not on another call)

1. Press  and choose **Directories > Missed Calls, Placed Calls, or Received Calls**.
2. Highlight a call record.
3. If you need to edit the displayed number, press **EditDial** followed by << or >>. To delete the number, press **EditDial** followed by **Delete**. (You may need to press the **more** softkey to display **Delete**.)
5. Go off-hook to place the call.

Accessing your personal directory:

1. Press **Applications Menu** button 
2. Select **Directories** then **Personal Directory**
3. Enter your **UserID** (your NetID) and PIN (123456)
4. Press **Submit**.
5. Select **Personal Address Book**.


To add a new entry

- 1) Select **Personal Address Book**.
- 2) Press **Submit** to access the Search Page.
- 2) Select **More**, then **New**.

Speed dial instructions:


Speed Dial/Abbreviated Dial is a list of numbers that are associated to a phone, not a user. To program Speed Dial numbers:

- Login to your User Options Web page:
<https://130.132.43.140/ccmuser/showHome.do>
- Enter Username: (your NetID)
- Enter Password: (your NetID password)
- Choose **User Options > DEVICE**
- To program a telephone number on a speed-dial button, enter the telephone number in the Speed Dial Settings **Number** field (just as you would dial it: 2-2042, 97774647)
- Enter the associated name (Alice, XYZ Company) in the **Label** field
- To program a telephone number for abbreviated dialing, enter the telephone number in the Abbreviated Dialing **Number** field and enter the associated name in the **Label** field.
- When you are finished entering the telephone numbers and labels, click **Save**
- Under **Status** see: Update successful
- Logout (top right of the screen)

To Place a Call, while on-hook press the  (a speed dial button) or enter the Speed Dial or Abbreviated Dialing code and press **AbbrDial**.

Changing phone settings



Adjust the volume level for a call

1. Press the **volume** button  during a call or after invoking a dial tone.
 - This action adjusts the volume for the handset, speakerphone, or headset, depending on which device is in use.
2. Press the **Save** softkey to preserve the volume level for future calls.




Adjust the volume level for the phone ringer

- Press the **Volume** button  while the handset is in the cradle.
- The new ringer volume is saved automatically.

Change the ring tone

1. Press **Applications Menu** button  and use the **Navigation** button  to select **Settings > User Preferences > Rings**.
2. Press **Select** softkey to choose a ring tone and press **Play** softkey to hear a sample.
3. Press **Select** softkey and then **Save** softkey to set the ring tone, or press **Cancel** softkey.

Customizing the phone screen

1. Press **Applications Menu** button  and then **User Preferences**.
2. Use the **Navigation** button  to scroll to **Contrast** and press **Select** softkey.
3. To make adjustments, press **Up**, **Down** or the **Volume** button .
4. Press **Save** softkey, or press **Cancel** softkey.

Note: If you accidentally save a very light or very dark contrast and cannot see the phone screen display:

1. Press **Applications Menu** button  and then press 3, 1, and 4 on the keypad.
2. Press **Volume** button  to change the contrast until you can see the phone screen display, and then press **Save** softkey.

Accessing voice messages

To access voice messages from your telephone

- Press the **Msgs** softkey.
- From an off campus location, dial 432-8000 or 785-7777 enter your mailbox number, then press * and enter your passcode.
- If calling from a Yale telephone (other than your own) that has a voice mail box, while hearing "Hello" and the name of the mailbox owner, press *, enter your

mailbox number, then press * again. After hearing "Hello, (Your Name)," enter your passcode.

Set up and personalize your voice message service

Press the **Msgs** softkey and follow the voice instructions.
If a menu appears on your screen, choose an appropriate menu item.

Voice mail message indication

The light strip at the top of the handset stays lit if there is a new voice mail message.

Note: For detailed information, refer the **Yale Voice Mail User Guide** at <http://www.yale.edu/its/telecom/voicemailguide.html>