



Telephone services at Yale


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

Phone Guide for multi-line phone models 7942 and 7962



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)
 - Press **New Call** softkey and dial the number.
- Place a call using the speaker
 - Press the **Speaker** button  and dial the number.
- Place a call using a headset
 - Press the **Headset** button  and dial the number.

Place a call (USING THE SAME LINE) when another call is active

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



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

Place a call USING A SEPARATE LINE while another call is active

NOTE: THIS FEATURE IS AVAILABLE ONLY IF YOUR PHONE HAS MORE THAN ONE LINE.

1. Press a line button for the new line. The first call is automatically placed on hold.
2. Dial the number.

Dial from a call log

1. Choose **Directories** button  > **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 the busy tone or ring sound.
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 **Headset** button  if unlit.
- If **Headset** button  is already lit, press **Answer** softkey or flashing line button .

Answer with the speaker

Press **Speaker** button , **Answer** softkey, or flashing line button .

Switch from a connected call to answer a new call on the SAME line


(If your line is programmed to receive multiple incoming calls)

Press **Answer** softkey.

Any active call is automatically placed on hold.

Switch from a connected call to answer a new call on a SEPARATE line

If the call is ringing on a different line,

Press flashing line button .


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.

If you have multiple lines and want to pick up the call on a non-primary line, first press the line button  for the desired line, then press the **PickUp** softkey.



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 **Headset** button . If you want to keep headset mode active, press **EndCall** softkey.
- Hang up while using the speaker.
 - Press **Speaker** button  or **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 corresponding line button flashes .


- Put a Call on Hold
 1. Make sure the call you want to put on hold is highlighted.
 2. Press **Hold** softkey.
- Remove a call from hold on the current line
 1. Make sure that the appropriate call is highlighted.
 2. Press **Resume** softkey.
- Remove a call ON A DIFFERENT LINE from hold
 1. Press the appropriate flashing line button . Doing so might cause a held call to resume automatically.
 2. If necessary, choose the appropriate call and press **Resume** softkey.



Using Mute

With the **Mute** button  enabled, you can hear other parties on a call but they cannot hear you. You can use **Mute** with the handset, speaker, or a headset.

- If you want to toggle Microphone on Press the **Mute** button .
- If you want to toggle Microphone off Press the **Mute** button .

Switching between multiple calls

You can switch between multiple calls on one or more lines. If the call that you want to switch to is not automatically highlighted, use the **Navigation** button  to scroll to it.

- Switch between connected calls ON ONE LINE
 1. Make sure the call that you want to switch to is highlighted.
 2. Press **Resume** softkey.
Any active call is placed on hold and the selected call is resumed.
- Switch between connected calls ON SEPARATE LINES
 - Press the appropriate line button  for the line that you are switching to.
 - If a single call is holding on the line, the call automatically resumes.
 - If multiple calls are holding, use the **Navigation** button  to highlight the appropriate call and press **Resume** softkey.

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. Press flashing line key or **Resume** softkey to retrieve the original call.
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

Use the Call Forward All feature to redirect incoming calls from your primary line to another number.

NOTE: YOU CAN ONLY FORWARD CALLS FROM YOUR PRIMARY LINE. IF YOU HAVE ADDITIONAL LINES, CALLS WILL RING AS USUAL.

Set up call forwarding on your primary line

- o Press **CFwdALL** softkey and enter a target phone number.

Cancel call forwarding on your primary line

- o Press **CFwdALL** softkey.

Verify that call forwarding is enabled on your primary line

Look for:

- o The call forward symbol  above the primary phone number
- o 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.



NOTE: The maximum number of calls that a shared line supports is six.

Using a headset or speaker


Use the headset


To use a **headset**, connect it to the headset port on the back of your phone.

Press the **Headset** button  to toggle headset mode on and off.

You can use a headset with all of the controls on your phone, including the **Volume** button  and the **Mute** button .

Use the speaker

Press the **Speaker** button  to toggle speaker mode on or off.

Many of the actions you can take to dial a number or answer a call will automatically trigger speaker mode, assuming that the handset is in its cradle and the **Headset** button  is not lit.

Switch to the headset or speaker (from the handset) during a call

Press the **Speaker** button  or the **Headset** button , and then hang up the handset.

Switch to the handset (from the speaker or headset) during a call


Lift the handset (without pushing any buttons).

Using call logs and directories


To access both Call Logs and Directories, use the Directories button .

Call logs contain records of your missed, placed, and received calls.

View your call logs

Choose **Directories** button  > **Missed Calls**, **Placed Calls**, or **Received Calls**. Each stores up to 100 records.


Display details for a single call record

1. Choose  > **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 , then press **Clear**.


Erase all call records in a single log

1. Choose  > **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. Choose  > **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. Choose  > **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**.)
4. Go off-hook to place the call.

Accessing your personal directory:

1. Press Directory button .
2. Select **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, speaker, 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 and the headset and speaker buttons are off.
- The new ringer volume is saved automatically.



Change the ring tone per line

1. Press **Settings** button  > **User Preferences** > **Rings**.
2. Use the **Navigation** button  to choose a phone line or the default ring setting.
3. Press **Play** softkey to play a sample of the ring tone.
4. Press **Select** softkey and **Save** softkey to set the ring tone, or press **Cancel** Softkey.

Customizing the phone screen


1. Press **Settings** 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 **Settings** button  and then press 1, 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 **Messages** button .
- 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 **Messages** button  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>