To Redial a Number
- Lift the handset, press Redial soft key.
- If you are using speakerphone, press Redial soft key.

To Hold a Call
- Press Hold button.

To Retrieve Held Call
- Press the Resume soft key or the flashing green line button.
- If your phone supports multiple lines, you can use line buttons to swap between holding and active calls.

To Transfer a Call
1. Press the Transfer button.
2. Dial “transfer to” number.
3. Press the Transfer button again or the soft key that has transfer on the screen.
4. Hang Up

Cancel Transfer
- Press Cancel soft key

To Place a Conference Call
1. During a call, press Conference button to open a new line and put first party on hold.
2. Place a call to another number.
3. When call connects, press Conference again to add new party to existing call with first party.

To View Call History
1. Press the Applications button.
2. Select Call History. (Use the Navigation bar and button to scroll and select.)
3. Select All Lines or the line that you want to view.
4. Press the Exit soft key to return to the Call History screen.

Listening to Messages
When you have a new message the light on your phone handset will be illuminated and a message waiting icon will be displayed on the screen.

To listen to new messages:
1. Press the Messages button.
2. Enter your password.
3. You will then heard how many messages you have and be prompted to press 1 to hear new messages.

Change Screen Contrast
1. Press the Applications button.
2. Select Preferences. (Use the Navigation bar and button to scroll and select.)
3. Select Contrast.
4. To increase contrast, press the up arrow on the Navigation bar. To decrease contrast, press the down arrow.
5. Press the Save softkey to set the contrast level, or press the Cancel softkey to exit.

For Assistance
For technical assistance with Telephones please contact the IT Service Desk:
Location: A700
Phone: (713) 221-8031 (x3000)
Email: ithelp@uhd.edu

For training opportunities for Telephones please contact the IT Training Group:
Location: A700
Phone: (713) 221-8200 (x8200)
Email: itctraining@uhd.edu

For More Information:
https://www.uhd.edu/computing/telecommunications/Pages/default.aspx
To Call From Contacts

1. Press the button **Contacts** button.
2. Press 2 to highlight **Corporate Directory** and then
3. Use the **Navigation** bar to select any of these criteria to search for a coworker:
   - First name
   - Last name
   - Number
4. Use your keypad to enter the information, then press the **Search** soft key.
5. Use the **Navigation** bar and button to scroll and select the name of the person you would like to call.
6. To dial a contact, use one of these options:
   - Press the Dial softkey.
   - Press the Select button.
   - Press the contact label number.
   - Press a line button.
   - Press the Speakerphone button .
   - Press the Headset button .

### Buttons and Hardware

1. **Handset Light Strip**
   - Indicates an incoming call (flashing red) or new voice message (steady red)
2. **Phone Screen**
   - Shows information about your phone
3. **Programmable Feature Buttons**
   - Additional Phone Lines and Intercom Lines
   - Buttons illuminate to indicate status:
     - Green, steady—Active call
     - Green, flashing—Held call
     - Amber, steady—Privacy in use
     - Amber, flashing—Incoming call or reverting call
     - Red, steady—Remote line in use (shared line or Line Status)
     - Red, flashing—Remote line on hold
4. **Softkey Button**
   - Enables softkey options displayed on your phone screen
5. **Transfer Button**
   - Transfers a call:
     - Press the **Transfer** button, enter the number, then press the **Transfer** button again.
6. **Conference Button**
   - Creates a conference call:
     - While already connected to first participant press the **Conference** button, enter the number, then press the **Conference** button again.
7. **Hold Button**
   - Places active call on hold:
     - Press the **Hold** button to hold. Press the **Hold** button again to resume the call.
8. **Navigation Bar and Select Button**
   - The Navigation bar allows you to scroll through menus and highlight items.
   - The Select button (in the middle of the Navigation bar) allows you to select a highlighted item
9. **Headset Button**
   - Toggles the headset on or off
10. **Speakerphone Button**
    - Toggles the speakerphone on or off
11. **Keypad**
    - Allows you to dial phone numbers, enter letters, and select menu items
12. **Mute Button**
    - Toggles the microphone on or off
13. **Volume Button**
    - Controls the handset, headset, and speakerphone volume (off hook) and the ringer volume (on hook)
14. **Messages Button**
    - Auto-dials your voice messaging system
15. **Applications Button**
    - Opens/closes the Applications menu. Use it to access call history, user preferences, phone settings, and phone model information
16. **Contacts Button**
    - Opens/closes the Directories menu
17. **Handset**
    - Phone handset