

Telephone

Quick Reference Guide

Layout

Handset- With red light strip which lights up to indicate an incoming call (flashing) or a new voicemail (solid).

Navigation Pad- Press one of the dots on the outer ring to move up, down, left, or right in a menu. Press the grey button in the middle to select.

Keypad- Press keys to dial phone numbers, enter letters or choose menu items.

Messages Button- Dials the voicemail system.

Applications Button- Opens/closes the Applications menu. Accesses preferences, call history, and phone information.

Contacts Button- Accesses the personal and corporate telephone directories.

Volume Control- Controls the call volume if used while the handset is off-hook. Controls the ringer volume if used while the handset is on-hook.

Feature Buttons- Each button corresponds with a phone line, speed dial, or calling feature.

Headset Button- Facilitates use of your phone in headset mode.

Speakerphone Button- Facilitates use of your phone in speakerphone mode.

Mute Button- Switches the microphone muting on and off.

Session Buttons- Each button corresponds with an active call or a call function depending on the state of the phone. Coloured lights on the button reflect the call state: flashing amber for a ringing call and solid green for a connected call.

Softkeys- Activates options for the selected call or menu item.

Phone Screen- Shows information about your phone.

Back Button- Returns to the previous screen or menu.

Release- Ends a connected call or session.

Hold Button- Allows you to put an active call into a held state.

Transfer Button- Allows you to redirect a connected call from your phone to another number.

Conference Button- Allows you to add another party to the current call.

IMPORTANT: You must log into a telephone to assume ownership.

Logging In

Logging into a telephone reconfigures it to be yours:

- Press the Applications button.
- Select Extension Mobility.
- Enter your Humber username.

- Key your telephone password.
- Select the Submit softkey.

Please Note: Reset your password (PIN) at myTelephone.humber.ca.

Phone Calls

Placing/Receiving a Call

Placing/Receiving a Call Using the Handset: Lift the handset.

Using a Headset: Press the green headset button.

Using the Speakerphone: Press the Speakerphone button, the Answer softkey, or the flashing line button.

Dialing a Number

- 1) Internal- Dial the Extension
- 2) Local- Dial 9 + Local Number
- 3) Long-distance- Dial 9 + 1 + Number + Access Code
- 4) International- Dial 9 + 011 + Number + Access Code
- 5) Emergency- Dial 911

Please Note: Contact the Support Centre for an Access Code.

Searching the Directory

- Press the Contacts button.
- Select the Corporate Directory option.
- Enter a First Name and/or Last Name.
- Press the Search softkey.
- Select the person you would like to call.
- Press the Dial softkey to dial the number.

Please Note: Use the navigation pad to move navigate the Search screen. Type in letters using the number keys. If you make a mistake, use the delete softkey to backspace.

Conferencing

To add a person to a call already in process:

- Press the Conference button.
- Dial the person you would like to add to the call.
- Wait for the dialed person to answer.
- Alert the dialed person he/she is joining a conference.
- Press the Conference button to merge the calls.

Please Note: Any call can be a conference call. You may add as many participants as you like to a call. Participants are automatically put-on hold while you add other people.

Managing Calls

Ignoring a Call: Press the Ignore softkey while the phone is ringing. Please Note: Ignoring a call sends the call directly to voicemail.

Placing a Call on Hold: Press the Hold button. The call is now on hold. Please Note: Press the Resume softkey to continue a held call.

Resuming a Held Call: Press the Resume softkey or select a line button. Please Note: Any active call will be automatically placed on hold.

Switching Between Calls: Press the Answer softkey or select a line button. Please Note: The active call will be automatically placed on hold.

Transferring a Call:

- 1) After First Speaking to the Transfer Recipient
 - a. Press the Transfer button.
 - b. Enter the target number.
 - c. Wait for the target to answer the call. Alert the target you are transferring a call.
 - d. Press the Transfer button again.
- 2) Without Speaking to the Transfer Recipient
 - a. Press the Transfer button.
 - b. Enter the target number.
 - c. Wait until you hear ringing.
 - d. Press the Transfer button again.

Do not Disturb: Press the Ellipsis softkey followed by the Do Not Disturb softkey. All calls go to voicemail. Please Note: Press the Turn off Do not Disturb softkey to cancel.

Forwarding All Incoming Calls:

- 1) Forward Calls to Voicemail
 - a. Press the Ellipsis softkey.
 - b. Press the Forward All softkey.
 - c. Press the messages button.
- 2) Forward Calls to an Extension or Phone Number
 - a. Press the Ellipsis softkey.
 - b. Press the Forward All softkey.
 - c. Enter an extension or phone number. Please Note: Press the Forward Off softkey to cancel all call forwarding settings and resume normal operations.

Terminating a Call: Press the End Call softkey or one of the release buttons. Please Note: Returning the handset to its cradle also ends a call.

Customizing Your Telephone

Change the Font Size

- Press the Applications button.
- Use the navigation pad to:
 - o Highlight and select Settings.
 - o Highlight and select Font Size.
 - o Highlight and select the desired font size.
- Press the Set softkey to confirm your choice.
- Press the Exit softkey twice.

Adjust the Screen Contrast

- Press the Applications button.
- Use the navigation pad to:
 - o Highlight and select Settings.
 - o Highlight and select Brightness.
 - o Adjust the level of brightness.
- Press the Save softkey to save the setting.
- Press the Exit softkey twice.

Customize the Ring Tone

- Press the Applications button.
- Use the navigation pad to:
 - o Highlight and select Settings.
 - o Highlight and select Ringtone.
 - o Highlight and hear the selected sound.
- Press the Set softkey to save the setting.
- Press the Exit softkey twice.

Mobile Connect

To move a call-in process from the telephone in your office or workspace to your smartphone:

- Press the Ellipsis softkey.
- Press the Mobility softkey.
- Select the To Mobile softkey.

IMPORTANT: Your telephone must first be configured to use the Mobile Transfer feature. Contact the I.T. Support Centre for more details.

Single Number Reach

To active single number reach and ring both your desk phone and smartphone for incoming calls:

- Press the Ellipsis softkey.
- Press the Mobility softkey.
- Use the Select softkey to manage the feature.

IMPORTANT: Your telephone must first be configured to use the Single Number Reach feature. Contact the I.T. Support Centre for more details.

Help & Support

Please contact the I.T. Support Centre if you experience any issues.

Phone: 1 (416) 675-6622 ext. 8888

Web Chat: <https://humber.ca/techtalk>

Campus Location: A212 (Lakeshore) or Tech Zone – H109 (North) or IGS – 5th floor