LOG IN
Use Extension Mobility to log in to your phone by entering your UserID and PIN.

1) Press the Applications button.
2) Select Login / Out.
3) Enter your UserID (Your UCL User Name – ‘UCXXXXX’)
4) Enter your PIN (Your Extension Number)
5) Press the Submit softkey.*

At first Login you will be prompted to change your PIN.

MAKE A CALL
To dial, lift the handset and enter a number. Or:

a) Press the Line 1 button (your extension).
b) Press the New Call softkey*.
c) Press the Speaker button.
d) Press the Headset button.

TRANSFER
To transfer a call to another extension:

1) Press the Transfer button.
2) Enter the extension number required.
3) Speak privately with the dialed party.
4) Press the Transfer button again to connect the third party.

If there is no reply or the number is busy.

1) Press the Cancel softkey.*
2) Press the Resume softkey* to return to the caller.

CALL HOLD
To place a call on hold:

1) Press the Hold button.
2) Press the Resume softkey* or the flashing green Line button to return to the caller.

TELEPHONE LAYOUT KEY
1) Handset light strip
2) Phone screen
3) SOFTKEY BUTTONS*
4) Transfer button
5) Conference button.
6) Hold button
7) Navigation bar and Select button
8) Line 1 & Line 2 buttons
9) Headset button.
10) Speakerphone button
11) Keypad
12) Mute button
13) Volume button
14) Messages button
15) Applications button
16) Contacts button
17) Handset

* SOFTKEY BUTTONS are used to select context sensitive functions displayed along the bottom edge of the Phone Screen. They are used to control many of the major features of the phone.

CONFERENCEING
To create ad-hoc conference calls on the phone.
The conference is initialized whilst on a call by:

1) Pressing the Conference button.
2) Dial the extension of the 3rd party you would like to join the conference.
3) Press the Conference button to introduce the 3rd party into the conference.
4) To bring in additional parties repeat steps 1 – 3.

CALL PICKUP
If your extension is part of a group, a call ‘pick-up’ can be performed by:

1) Press the PickUp softkey*, your phone rings and displays the incoming call.
2) Lift the handset and press the Answer softkey* to accept the call.

CALL WAITING
An incoming call can be answered whilst another call is already underway, putting the first call on hold automatically:

1) Call waiting tone or indicator light on the handset rest.
2) Press the Swap softkey*.
3) Press the Answer softkey*.
4) Press Swap then Resume to return to the original call.

CALL HISTORY
To view your Call History.

1) Press the Applications button.
2) Select Call History.
3) Select All Lines or the line that you want to view.
4) To filter the call history, press the Missed softkey*.

To dial, scroll to a call and press the Select button in the Navigation pad, or the Call softkey*.
To view details for a call, highlight the call and press these softkeys*: More > Details.
DIRECTORIES
1) Press the Contacts button and select a Directory.
2) Enter search criteria and press the Search softkey*.
3) Select the listing and press the Call softkey*.

CALL FORWARD
To forward incoming calls to an alternate extension:
1) Press the Fwd All softkey*.
2) Enter the phone number to which calls are to be forwarded. For calls to go directly to Voice Mail, press the Messages button.
3) To cancel call forwarding, press the Fwd Off softkey*.

CALL PARK
Parking a call allows the call to paused (parked) at one phone and retrieved at another. During a call:
1) Press the Park softkey*.
2) Note the ‘Park Number’ displayed on the screen, and hang up.
3) To retrieve at any other phone, lift the handset and enter the ‘park number’. You will be reconnected to the call.

Note: If the call is not retrieved within a specified time it will revert to the phone that parked it.

VOICE MAIL
New message indicators:
• A solid red light on your handset.
• A stutter dial tone on the line (if enabled).
• A message waiting icon

To listen to messages, press the Messages button and follow the voice prompts. Or, press the Line button next to the voicemail icon, followed by the Messages button.

USER WEB PAGES
You can manage your phone via a web page including the configuration of call forwarding and the programming of speed dials.

To access your personal User Web Page from an internet Browser:
1) Go to https://IP address/ccmuser
2) Log on using your UserID and Password

Use the drop down User Options list to manage your handset features.

THIS FEATURE IS NOT YET AVAILABLE
PLEASE EMAIL is-telecoms@ucl.ac.uk FOR SPEED DIALS