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.
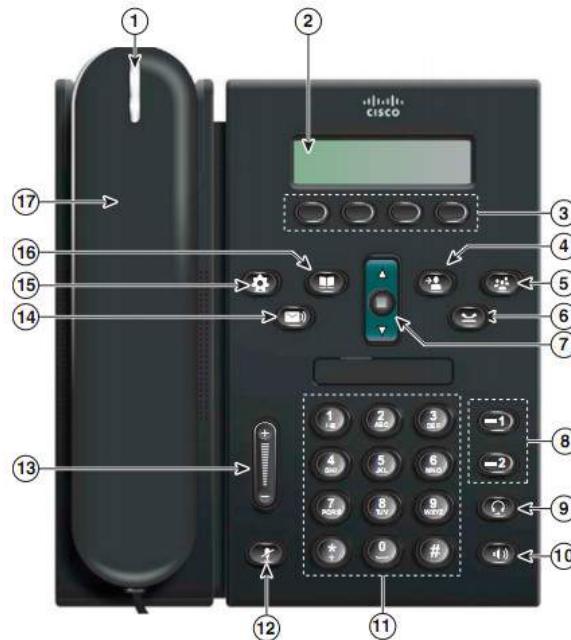
CONFERENCING

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 join the conference.
3) Press the *Conference* button to introduce the 3rd party into 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.
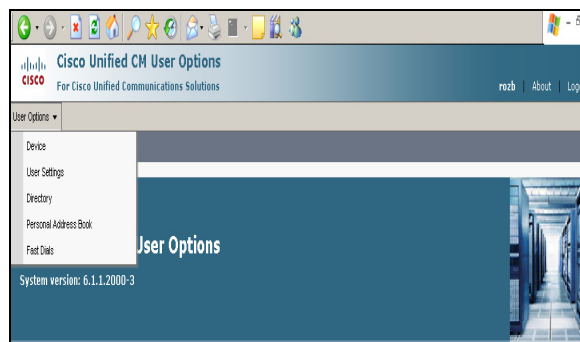

THIS FEATURE IS NOT YET AVAILABLE
PLEASE EMAIL is-telecoms@ucl.ac.uk FOR SPEED DIALS

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.

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