

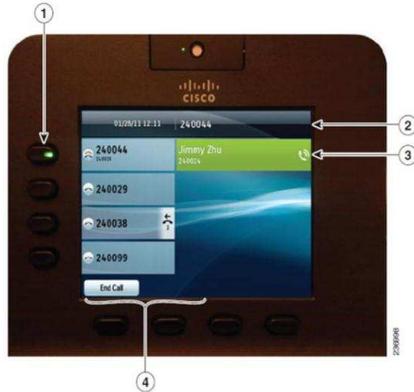


- |                                    |                        |
|------------------------------------|------------------------|
| 1. Phone Screen                    | 12.Video Mute          |
| 2. Video Camera                    | 13.Audio Mute          |
| 3. Camera Cover                    | 14.Headset Button      |
| 4. Softkeys                        | 15.Volume Adjustment   |
| 5. Navigation Pad w/ Center Select | 16.Messages            |
| 6. Conference Button               | 17.Applications Button |
| 7. Hold Button                     | 18.Directories         |
| 8. Transfer Button                 | 19.Phone Speaker       |
| 9. Redial Button                   | 20.Line Buttons        |
| 10.Keypad                          | 21.Headset Rest        |
| 11.Speaker Button                  |                        |

- Flashing amber —Ringing call. Pressing this button answers the call.
- Solid green —May be a connected call or an outgoing call that is not yet connected. If the call is connected, pressing this button displays the call details or the participants of a conference call. If the call is not yet connected, pressing this button ends the call.
- Pulsing green —Held call. Pressing this button resumes the held call.
- Solid red —Shared line in-use remotely. Pressing this button allows you to barge in on the call (if Barge is enabled).
- Pulsing red —Shared line call put on hold remotely. Pressing this button resumes the held call.

Softkey buttons 	Allow you to access the softkey options (for the selected call or menu item) displayed on your phone screen.
Back button 	Returns to the previous screen or menu.
Release button 	Ends a connected call or session.
Navigation pad and Select button 	The four-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field. The Select button (center of the Navigation pad) allows you to select a highlighted item. The Select button is lit (white) when the phone is in power-save mode.
Conference button 	Creates a conference call.
Hold button 	Places a connected call on hold.
Transfer button 	Transfers a call.
Keypad	Allows you to dial phone numbers, enter letters, and choose menu items (by entering the item number).
Speakerphone button 	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.

## Receiving a Call



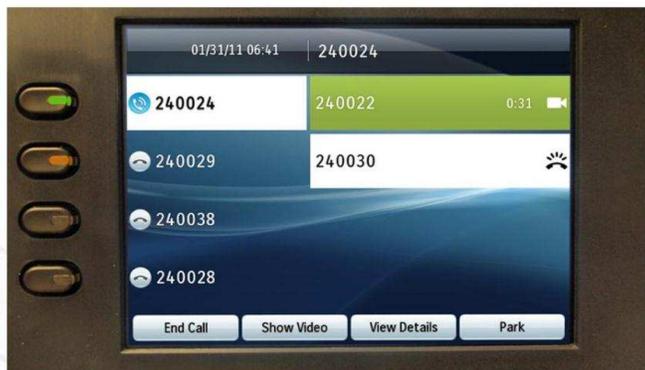
1. Line label
2. Header
3. Line details and other phone information
4. Softkeys

**Note** – Callers will go to your voicemail if not answered in 12 seconds (typically by the end of the third ring).

To answer a ringing call , lift the handset. Or:

- Press the flashing amber line button .
- Press the (unlit) headset  or speakerphone  button.
- Press the Select button in the Navigation pad. 

## Call Waiting



To connect the second call and put the first call on hold automatically, press the flashing amber line button .

To switch between calls, use the navigation pad to highlight the call and press the select button. 

## Placing a Call

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

- Press an unlit line button .
- Press the New Call softkey.
- Press the (unlit) headset button  or speakerphone button .

### Dial from Call History

1. Press the down arrow on the Navigation bar.
2. Scroll to the number and press the Select button in the Navigation pad or Call Softkey.

### Redial the last number

Press the  button

## End a Call

To end a call, replace the handset. Or:

- Press the End Call softkey.
- Press the (lit) headset button  or speakerphone button .

## Conference

1. From a connected call  (not on hold), press the Conference button .
2. Make a new call.
3. Press the Conference button (before or after the party answers).

The conference begins and the phone displays “Conference” instead of caller ID.



4. Repeat these steps to add more participants.  
The conference ends when all participants hang up.

### “Conference in” a held call

1. From a connected call  (not on hold), press the Conference button .
2. Press the pulsing green line button  for the held call that you want to add.

Or, if the held call is on another line, press the Active Calls softkey, choose a call from the list, and press the Conference button.

The conference ends when all participants hang up.

### View & remove conference participants

During a conference, press the View Details softkey. To remove a participant from the conference, highlight a name and press Remove.

**Note:** Maximum number of participants in a conference call is six including yourself.

## Transfer

1. From a connected call  (not on hold), press the Transfer button .
2. Call the transfer recipient.
3. Press the Transfer button (before or after the party answers).

The transfer is complete. Confirmation displays on your phone screen.

## Transfer to Voicemail

- To bypass ring and Call/Transfer straight to voicemail
  - Press Transfer button .
  - Dial \*1 plus the 10 digit extension number.  
Example: \*1812XXX-XXXX
  - Press Transfer button  again.

## Call History

Press the Applications button  and select Call History.

The last 150 calls display:

- Missed calls 
- Placed calls 
- Received calls 

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.

### View new missed calls

1. View your call history.
2. Press the Missed Calls softkey.

## Joining Calls

- You can join two separately placed calls on the same line. While you are connected on a call, a second call rings in on your line. After you answer the second call:
  - Press the **Conference Button** .
  - Navigate to the Line on Hold
  - Press **Conference Button**  again.

## Corporate Directory

1. Press the **Contacts** button  and choose Corporate Directory.
2. Using Navigation key  highlight search criteria:
  - First Name:
  - Last Name:
  - Number:
3. Enter the Name or Number using your keypad. Letter entry is similar to texting.
4. Hit the **Search softkey**. \*Note: You can enter a partial name or number and hit search. This will bring up all entries containing that search criteria.
5. Press the **Dial softkey** to dial the extension number.

## Voicemail

New message indicators:

- A solid red light on your handset.
- A voicemail icon  next to the line button (may include message count).



### Listen to messages

Press the Messages button  and follow the voice prompts.

**Note** – If you have shared lines on your phone, the red box will appear next to that extension as well. You must know the password for that extension to retrieve voicemails.

## Logging into Voicemail

- To access voicemail from your phone:
  - Press **messages** button
    - When Prompted
      - **Enter password #**
- To access voicemail from someone else's phone in the company:
  - Press **messages** button
    - When Auto Attendant begins
      - **Press \* 1 plus 10 digit phone number #**
      - **Enter password #**
- To access voicemail from external number
  - **Dial 812-931-6500- When Auto Attendant begins**
    - **Press \*1 plus 10 digit phone number #**
    - **Enter password #**

## Using Alternate Greeting

- **To switch to the Alternate Greeting, follow the instructions below.**
- Call into Voicemail Box
- Press 4 for Setup Options
- Press 1 for Greetings and Transfer
- Press 1 for Greetings
  - It will automatically play the current recorded standard greeting
  - You can bypass message by pressing #
- You will then be prompted to re-record the Standard greeting by pressing 1 or switch to Alternate by pressing 2
- Press 2
  - It will automatically play the current recorded alternate greeting
  - If you wish to change this greeting, Press 1
- Once finished recording the alternate greeting, Press #
  - If you are happy with recording, Press \*

### You are now set up under the Alternate Greeting

- **To switch back to the Standard Greeting follow the instructions below.**
- Call into Voicemail Box
- Press 4 for Setup Options
- Press 1 for Greetings and Transfer
- Press 1 for Greetings
  - It will automatically play the current recorded alternate greeting
  - You can bypass message by pressing #
- You will then be prompted to re-record the Alternate greeting by pressing 1 or to turn off the Alternate, Press 2
- Press 2

### You are now set back to the Standard Greeting

## Voicemail User Guide

<h3>Log into your Voicemail</h3>	<p><b>To Access from Your Phone</b></p> <ol style="list-style-type: none"> <li>1. Press the <b>Message</b> button.</li> <li>2. Enter your password, followed by <b>[#]</b>.</li> </ol> <p><b>To Access Your Mailbox from an Off Site Location</b></p> <ol style="list-style-type: none"> <li>1. Dial your phone number from any outside phone, such as your cell phone, or home phone.</li> <li>2. Press the * key when voicemail starts talking to interrupt and log in.</li> <li>3. Enter your 11-Digit mailbox number followed by <b>[#]</b>.</li> <li>4. Enter your password, followed by <b>[#]</b>.</li> </ol>
<h3>Review Messages</h3>	<p><b>To Review Messages</b></p> <ol style="list-style-type: none"> <li>1. Login to your mailbox.</li> <li>2. Press <b>[1][1]</b> to listen to new voice messages.</li> </ol> <p><b>While listening</b>, options are:</p> <ul style="list-style-type: none"> <li><b>[1]</b> Restart Message</li> <li><b>[2]</b> Save Message</li> <li><b>[3]</b> Delete Message</li> <li><b>[4]</b> Reply to Message</li> <li><b>[5]</b> Forward Message</li> <li><b>[6]</b> Skip Message, Save/Restore as New</li> <li><b>[8]</b> Pause/Resume</li> <li><b>[*]</b> Cancel</li> <li><b>[0]</b> Help</li> </ul> <p><b>After listening</b>, options are:</p> <ul style="list-style-type: none"> <li><b>[1]</b> Replay Message</li> <li><b>[2]</b> Save Message</li> <li><b>[3]</b> Delete Message</li> <li><b>[4]</b> Reply to Message</li> <li><b>[5]</b> Forward Message</li> <li><b>[6]</b> Save/Restore Message</li> <li><b>[7]</b> Rewind Message</li> <li><b>[*]</b> Cancel</li> <li><b>[#]</b> Save as is</li> <li><b>[0]</b> Help</li> </ul>
<h3>Personal Greetings</h3>	<ol style="list-style-type: none"> <li>1. Login to your mailbox.</li> <li>2. Press <b>[4]</b> to access User Preferences.</li> <li>3. Press <b>[1]</b> for Greetings.</li> <li>4. Choose a Greeting Type: <ul style="list-style-type: none"> <li>◆ Press <b>[1][1]</b> for Personal Greeting.</li> <li>◆ Press <b>[2]</b> for Extended Absence Greeting. <ul style="list-style-type: none"> <li>• <i>Extended Absence Greetings override all other greetings when active.</i></li> </ul> </li> </ul> </li> </ol> <p>Press <b>[3]</b> to Record Your Name.</p>
<h3>Sending a Message</h3>	<ol style="list-style-type: none"> <li>1. Press <b>[2]</b> and at the prompt, record your message.</li> <li>2. Press <b>[#]</b> when finished recording.</li> <li>3. Address the message by doing one of the following: <ul style="list-style-type: none"> <li>◆ <i>Enter a mailbox number or a personal list number.</i></li> <li>◆ <i>To spell the name of a recipient or distribution list, press <b>[#]</b>.</i></li> </ul> </li> <li>4. After addressing the message, you may enter one of the following options. <ul style="list-style-type: none"> <li>◆ <i>Press <b>[0]</b> for delivery options (private, important or future delivery).</i></li> <li>◆ <i>Press <b>[6]</b> to add additional recipients.</i></li> </ul> </li> <li>5. Press <b>[#]</b> to send the message.</li> </ol>

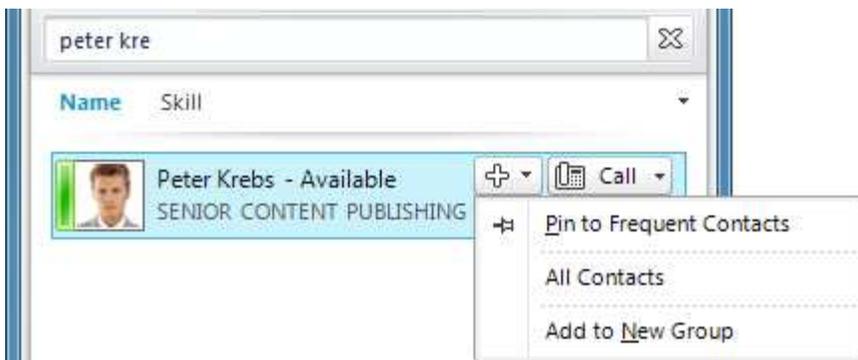
## Using Lync

1. In the Lync main window, in your Contacts list, start typing a person's name in the search box. Results will appear below the search bar.



2. (Optional) Do any of the following:

- If you see who you are looking for, double-click the contact to send an instant message.
- To add the contact to your Contacts list, point to the contact, click the **Add to Contacts** button, and then select the appropriate contact group.



## Start a phone call

You can start a phone call with one click.

- In your Contacts list or search results, point to the contact, and then click the **Call** button.



A new Conversation window opens.

## Placing a Call From a Webpage

To access the State of Ohio Phone Search, click here: <http://ohio.gov/phonedir>

**State of Ohio Phone Search**  
*To update your Business Phone Number, please make corrections through MyOhio.gov. Changes will be made overnight.*  
Last updated : 09/03/2013

Last Name	<input type="text" value="davis"/>	First Name	<input type="text" value="stu"/>	<a href="#">[Search Help]</a>	
Agency	<input type="text"/>	Department	<input type="text"/>	Phone	<input type="text"/>
Return	<input type="text" value="20"/>	Results Sorted by	<input type="text" value="Last Name, First Name, MI, Agency, Dept"/>		<input type="button" value="Search"/> <input type="button" value="Clear"/>
Last Name	First Name	MI	Agency	Department	Phone
Davis	Stuart	R	Administrative Services	State Chief Info Officer	614-644-3923 

[\[return to the ohio.gov main page\]](#)

To make a call from this or any other website, simply click on any phone number that shows the Lync Click-To-Call icon beside it:

Phone
614-644-3923 

**Support for your new VoIP telephone service is provided by the DAS IT Services Help Desk at 728.5400.**