

For enquiries and service appointment, please call IT Service Desk at **3442 8340**.

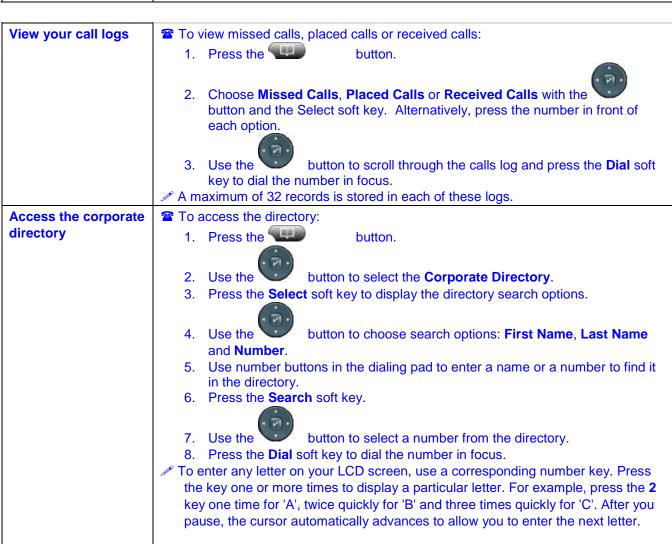
Warning: Do not unplug, remove or change the location of IP phone yourself. Otherwise, network interruption may be resulted. Please call our IT Service Desk to arrange a service appointment.

Your phone number	'3442' + 4-digit extension number shown on the LCD screen, e.g., 34428340. An IP phone may associate with multiple lines or extension numbers, e.g., extension 8340.
Place an internal call	 Uplift the handset and dial a 4-digit internal extension number. Press a button to open a line and dial a 4-digit internal extension number for hands free conversation. Applicable to IP phones and PABX phones in the campus, and 'Student Residence'. i.e. those telephone number starts with '3442'.
Place an outside call	 Uplift the handset and dial '0' and a telephone number. Press a button to open a line and dial '0' and a telephone number for hands free conversation.
Forward all calls to another telephone number when you are not in your office	 To forward all calls to an internal extension, press the CFwdAII soft key as displayed along the bottom of the LCD screen. After hearing two beeps, press a 4-digit internal extension number. (Note that unanswered calls are sent to voice mailbox of the original number) To forward all calls to an external telephone number, press the CFwdAII soft key. After hearing two beeps, press '0' and telephone number. (Note that unanswered calls are transferred to the external phone number and voice messages are recorded in voice mailbox of the external phone number, if any) To cancel the forwarding feature, press the CFwdAII soft key.
Access voice mail	The red light on the handset lights up when you have voice mail messages and the LCD displays the number of message you have received. Press the button to access the message system and follow the voice instructions. Press a button to open a line and dial '6000' to access the message system and follow the voice instructions. When you are out of office, dial '34426000', enter your extension number and password followed by '#' to access the message system. Press '*' to skip the voice instructions given and move ahead. When recording voice message, press '#' to skip the voice instructions.
Redial a number	Uplift the handset and press the Redial soft key. Press a button to open a line and press the Redial soft key.

Adjust volume for your handset	***	Press the button to increase or decrease volume for the handset, headset, or speakerphone depending upon which is currently active and press the Save soft key to save the setting.
	** **	The button controls the ringer volume if the handset is in its
		cradle. This setting is automatically saved.

Mute the microphone during a call	Press the button (dimmed) to toggle Mute on.
	Press the button (Red) to toggle Mute off
Pick a call up from any extension within your pick-up group	To pickup a call from an extension within your pick-up group: 1. Uplift the handset of your phone or press a button to open a line. 2. Press the more soft key until the Pickup soft key is shown. 3. Press the Pickup soft key to transfer the call to your extension.
Transfer a call	 To transfer a call: Press the more soft key if necessary until the Transfer soft key is shown. Press the Transfer soft key. This places the call on hold (Press the EndCall soft key and then the Resume soft key to return to the original call). Press a 4-digit internal extension number to transfer the call to this internal extension. When it rings on the other end, press the Transfer again. Hang up if handset is used.
Transfer a call to boss line (Applicable to the 7960 series)	 To transfer a call to the boss line: Press the more soft key if necessary until the Transfer soft key is shown. Press the Transfer soft key. This places the call on hold (Press the EndCall soft key and then the Resume soft key to return to the original call). Dial '*' and the 4-digit internal extension number of the boss. When it rings on the other end, press the Transfer again. Hang up if handset is used.
Place a conference call	 During a call, to place a conference call: Press the more soft key until the Confrn soft key is shown. Press the Confrn soft key. This will put the other party(ies) on hold and open a new line. Dial to another party you invite to the conference. When the call connects, press the Confrn soft key again to add this party to the conference. Repeat the first 4 steps to add more party(ies). Once the conference initiator disconnects, no new conferees can be added. To abandon the addition of a conferee, press the button of the line being used. When the maximum number of conferees is hit and the Confrn soft key is pressed, a message 'Exceeds maximum parties' will be shown on the LCD. Press the button of the line being used to return to the conference.

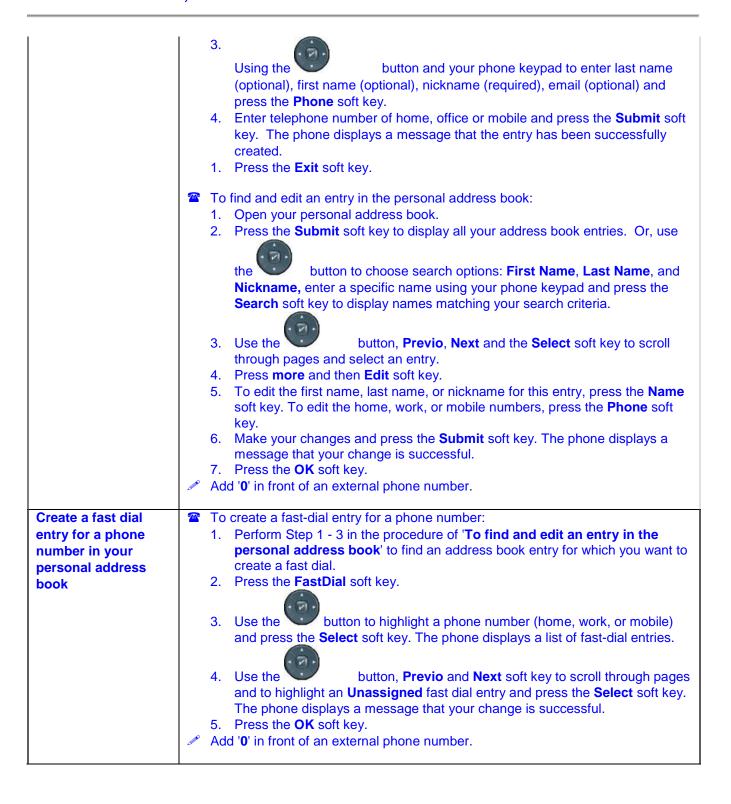
Answer a call using call waiting (Applicable to the IP phone with call waiting feature enabled)	Ask your department to submit a CSC Work Request to set up the Call Waiting feature for your IP phone. When this feature is enabled, you will hear a call waiting tone and see caller ID information if a new call comes in while you are on another call. To answer the call, press the Answer soft key.
	 ✓ The line with the held call displays the call-on-hold icon □. ✓ To return to the original call, you must put this call on hold by pressing the Hold soft key or end this call followed by the Resume soft key.
	Use the button to scroll through the calls on hold and press the Resume soft key.
Change ring type	You may apply different ring type to different phone line or apply the default ring setting to a selected phone line by pressing Default soft key.
	1. Press the button, choose 'User Preferences' and then 'Rings' option.
	2. Select a phone line for the default ring setting.
	 Use the button to scroll through the ring types. Press Play to hear the selected ring type. Press the Select soft key at the ring type of your choice and then press OK soft key.



	Press the << soft key if you make a mistake. Press the 1 key one time for a space character.
Access your	Your IP phone has a Personal Address Book. To open it:
personal directory (Personal Address Book and Fast Dials)	Press the button to list service(s) available for your IP phone.
	2. Use the button to highlight ' Personal Directory ' and press the Select soft key. Alternatively, press the number in front of ' Personal Directory '.
	3. Enter your UserID and press to move downward to enter PIN. Then, press the Submit soft key. (The initial PIN is sent to you by email after the installation of your IP phone)
	4. Use the button to highlight ' Personal Address Book ' and press the Select soft key. Alternatively, press the number in front of the option.

Edit your personal address book

- To access your **Personal Address Book**:
 - 1. Perform Step 1 4 in the procedure of 'To access to your personal directory.
 - 2. Use the button to highlight 'Personal Address Book' and press the Select soft key. Alternatively, press the number in front of the option.
- To preate an entry in the personal address book:
 - 1. Open your personal address book.
 - 2. Press the **Submit** soft key, **more** soft key, and the **New** soft key.



Place a call using fast	To make call with your personal fast dial list:
dial feature	 Perform Step 1 - 4 in the procedure of 'To access to your personal directory.
	2. Use the button to highlight 'Personal Fast Dials' and press the Select soft key. Alternatively, press the number in front of option.
	3. Use the button, Previo , Next and Select soft key to scroll through pages and choose a fast dial entry.
Croots a fact dial entry	4. Press the Dial soft key.
Create a fast dial entry for a phone number	You can assign a fast dial number for a phone number not in your personal address book:
not in your personal	Perform Step 1 - 4 in the procedure of ' To access to your personal
address book	directory.
	2. Use the soft button to highlight 'Personal Fast Dials' and press the Select key. Alternatively, press the number in front of option.
	 Use the button, Previo and Next and Select soft key to scroll through pages and to choose an Unassigned fast dial entry.
	4. Press the Assign soft key.
	5. Enter the phone number and press the Update soft key.
	6. Press the Exit soft key.
	Add '0' in front of an external phone number.
Remove a fast dial	To remove a fast dial entry:
entry	 Perform Step 1 - 4 in the procedure of 'To access to your personal directory.
	2. Use the soft button to highlight 'Personal Fast Dials' and press the Select key. Alternatively, press the number in front of option.
	 Use the button, the Previo, Next and Select soft key to scroll through pages and to choose an assigned fast dial entry. Press the Remove soft key.
Change your greeting	4. Press the Exit soft key.
Change your greeting	Press the button to access the message system and follow the voice instructions to setup mailbox options.
	Press a button to open a line and dial '6000' and follow the voice instructions to setup mailbox options.
	 When you are out of office, dial '34426000', enter your extension number and password followed by '#' to setup mailbox options.