Basic phone features

This guide provides an overview of your new phone’s features. More information, including voicemail and fuller guides to all the phone’s functions, is available at www.gla.ac.uk/it/phones

To place a call, either:
• Lift the handset and dial the number
• Press the line button then dial
• Press speaker then dial

To answer a call, either:
• Lift the handset
• Press flashing amber line button

To mute a call:
• Press mute (the button will glow red)
• To disengage, press mute again

To put a call on hold:
• Press hold
• To return to the call, press flashing green line button or the resume soft key

Transferring calls:
• During a call, press the transfer button. This places the call on hold
• Dial the number
• Wait for the recipient to answer and announce the call or if you simply want to transfer it, press the transfer soft key and hang up

Forward all calls:
• Press the Fwd all soft key. You will hear two beeps.
• Dial the number which you want to forward all your calls to. The screen will display a message confirming the number to which the calls are being forwarded.
• To cancel call forwarding, press the Fwd OFF soft key

Phone volume:
• To silence your ringer, press the volume bar down once while the phone is ringing
• To increase or decrease the ringer volume, press the volume bar up or down while the phone is in the cradle
• To increase or decrease the call volume, during a call, press the volume bar up or down

Please log any problems or requests via the self service facility at www.gla.ac.uk/it/selfservice
To divert all calls to voicemail:
• Press the Fwd all soft key
• Press the Messages button
• To cancel press Fwd off soft key

To adjust contrast
• Press the Applications button
• Press 2 or scroll down and select preferences
• Press 2 for contrast or select it from the list
• Adjust using the Navigation Bar and press the Save soft key to confirm

To change ring tone
• Press the Applications button
• Press 2 or scroll down and select preferences
• Press 1 for ringtone or select it from the list
• Adjust with the Navigation Bar
• Press the Play soft key to preview
• Press the Save soft key to confirm

Call History
• Press the Applications button
• Press 1 or select Call history
• Scroll using the Navigation Bar to show missed, placed or received calls
• Press the Call soft key to dial displayed number
• Press Missed to show only missed calls
• Press More for soft keys with additional functions

To show placed calls (calls you have made) only
• Press the up arrow on the Navigation Bar when the phone is idle

If your Telephone Directory listing needs to be amended to reflect a change to your internal postal address, telephone extension number or change of name, etc., then please submit a change request using the IT Services self service facility shown below.

For the latest news on the Telephone service please visit http://www.gla.ac.uk/it/phones/

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