



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



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/>