Placing a call:
- Lift the handset and dial number or
- Press the NewCall soft key and dial number or
- Press the Speaker button and dial number

Answering a call:
- Lift the handset or
- Press the Answer soft key or
- Press the Speaker button

Ending a call:
- Hang up the handset or
- Press the EndCall soft key or
- Press the Speaker button

Putting a call on hold:
- While on a call, press the Hold soft key
- To return, press the Resume soft key

Transferring a call:
- During a call, press the Transfer soft key
- Dial the number to which you want to transfer the call
- When you hear ringing, press Transfer again (blind transfer), or when the Party answers, announce the call and press Transfer (screened transfer)
- If the party refuses the call, press the EndCall soft key, then the Resume soft key to return to original call

Forwarding a call:
- Press the CFwdAll soft key
- Enter the number to which you want to forward all your calls (to forward to voicemail press the Messages button)
- To cancel forwarding, press the CFwdAll soft key

Conference calls:
- During a call, press the More key, then the ConFrn soft key
- Dial the number of another person
- When call connects, press ConFrn again to add this person to the conference
- Repeat above steps to add more people (max 5)
- If you miss dial, press the EndCall soft key, then the Resume soft key to return to original call

Pickup Group:
- If you are in a pickup group, you hear the line ringing, first get a dial tone and press the Pickup soft key
- The line should now ring on your phone, press Answer

Campus Directory:
- Press the Directories button
- Use the Scroll button to select the Corporate Directory option on the menu.
- Press the Select soft key to display the directory search options
- Use the Scroll key to select the search option: First Name, Last Name or Number.
- Use the numbers corresponding to the letters on the dialing pad. It is not necessary to enter a complete query to conduct a search.
- Press the Search soft key to display all names that begin with the letters you chose.
- If more than one name appears, use the Scroll key to highlight the number you wish to reach
- Press the Dial soft key to speed dial your selected name and number

View Call History:
- Press the Directories button.
- Scroll to history list.
- Press 1 for Missed Calls.
- Press 2 for Received Calls.
- Press 3 for Placed Calls.

Ringer Volume:
- While phone is idle press the - / + volume button
- During ringing press the - / + volume button
- Press Settings and the Save softkey

Dial Plans
- Campus to Campus Extension .......... 4 digit extension
- Local Call................................. 9 + 7 digit number
- Long Distance ......................... 9 + 1 + 10 digit number

General Numbers
- Campus Police .......................... 358-3911
- CSIT Help Desk ......................... 358-4357

HTTPS://SIMBA.SAVANNAHSTATE.EDU/VOIP