### PHONE / EXTENSION NUMBERS
- **Internal** - 3-digit extension numbers (Non-DID)
  - 600 - 699 (1130600 to 1130699)
- **External** - 3-digit phone numbers (DID)
  - 000 to 299 (236-9000 to 236-9299)
  - 300 to 499 (235-7300 to 235-7499)
- **Emergency Calls** - All phones are able to dial 911 or 9+911

### PLACING CALLS
- **Dial Tone** - Lift handset or press Handsfree, Headset, or Line button and dial appropriate number.
- **Predial** - Dial number you wish to call then lift handset or press Handsfree, Headset, or Line button.
- **Internal Calls** - Dial 3-digit extension number
  - When calling another UH Campus, please dial 9 + 7 digit number.
  - No 808 / 1808 is necessary.
- **External Calls** - Dial 9 + telephone number
- **Emergency Calls** - All phones are able to dial 911 or 9+911

For technical assistance with your telephone or voice mail, please contact the WCC Computing HelpLine at 235-7314 or wcc-help@lists.hawaii.edu
ANSWER CALLS
- Lift handset or press Handsfree, Headset, or incoming Line button.

MULTIPLE CALL APPEARANCE
- Provides you or others with a multiple appearance of an extension. The Multiple Appearance can be on the same phone or another phone.
- Place and receive calls as normal.

END CALL
- Place handset on cradle or press the Goodbye button.

SWITCH FROM HANDSET TO HANDSFREE AND BACK
- While on a handset call, press the Handsfree button and place handset in cradle.
- While on a Handsfree call, lift handset.

CALL HOLD
- Press the Hold button.
- To return to call, press the flashing line key.
Note: When answering a second call on your phone, press the Hold button to put the first caller on hold, then select the ringing line key.

MUTE
- Press Mute (LED light flashes red: you can not be heard)
- Press lit Mute (LED light is off: you can be heard)
Note: This feature works with handset, handsfree, or headset calls.

LAST NUMBER REDIAL
- Get dial tone
- Press line button

CALL TRANSFER
- While on an active call press the Trans soft key (caller is put on hold - you get dial tone)
- Dial number you wish to transfer caller to
- Announce Call (optional - this is NOT a 3-way call, you are speaking to the 2nd party)
- Press the Trans soft key to complete transfer. (You are removed from call)
Note: If party you called is not available (busy, no answer, misdial), press the goodbye key to hang up with the called party then select the line key you wish to be connected to.

ACCESSING VOICE MAIL
- From a phone on the system
  - Dial voice mail extension (373) or press the Messages key.
  - At the prompt press # (to access your mailbox)
  - Enter password followed by the # key. (86245 = temporary password).
- From an outside line
  - Dial 235-7373, the direct number to voicemail, you reach the system greeting.
  - During your greeting, press * *, to get to the system greeting.
  - At the system greeting press the # key.
  - Enter your 7-digit mailbox number followed by the # key.
  - Enter your password followed by the # key.

HOW TO LEAVE A VM WITHOUT RINGING PHONE
- Access voice mail system (press messages button or dial VM extension)
- At the prompt, dial the 7-digit mailbox number of the party you wish to leave a message for.
Note: You can also transfer a caller into someone's voicemail by using the above with the transfer feature.

NOTES:
- The voice mail system assumes you are the owner of the extension you are calling from and will ask you for the password.
- The voice mail system has voice prompts that will walk you through the system.
- You will be forced through an enrollment process the first time you log in to the system (Change Password, Record Name, Select Greeting - Standard System Greeting / Personal Greeting).
- Your temporary password is 86245.
- Minimum password length is 4-digits, trivial passwords are not allowed.
- To bypass a greeting or interrupt a prompt, press #.
- Passwords do not expire.
- If you make three invalid login attempts, the session is terminated. After six consecutive failed-login sessions, your mailbox will be disabled.

*** See Voice Mail Commands page for commands available while maneuvering through the system.
CALL PARK
To Park call:
- While on an active call press the Trans soft key.
- Dial "+5" followed by the extension you wish to park the call against.
- Press the Trans soft key.
- Call is parked against the extension entered.
To Retrieve call:
- From any Avaya phone, get dial tone.
- Dial "+5" followed by the extension the call was parked against.
- You are connected to the parked call.
Note: Call recalls in 120 seconds.

PASSWORD ADMIN
- Allows you to password protect your Call Log information.
- Setup Password
  - Press the Services button.
  - Navigate to Password Admin selection and press the Enter key.
  - At the prompt use the keypad to enter your password.
  - Navigate to New Password selection and press the Enter key.
  - At the prompt use the keypad to enter a new password.
  - Press the Select soft key to store password.
- Turn password protection On/Off (Default is set to OFF)
  - Press the Directory button.
  - Navigate to Change Protection Mode and press the Select soft key.
  - Enter your password (if Protection is enabled), press the Enter key.
  - Use Navigation key to select Enable / Disable Password Protection.
  - Press the Yes soft key to accept the selection.
  - Press the Done soft key.
Note: See your System Administrator for your initial password or if you forget your current password.

CONFERENCE
- While on an active call press the Conf soft key (caller is put on hold - you get dial tone)
- Dial number you wish to conference with.
- Consult with the called party (you can speak privately with the called party).
- Press the Conf soft key to conference all parties.
Notes:
- If party you called is not available (busy, no answer, misdial), press the goodbye key to hang up with the called party then select the line key you wish to be connected to.
- You may be able to conference up to six parties by repeating the steps
- The conference call remains up if you disconnect from call.

CALL FORWARD
To Set:
- Press the Fwd soft key.
- Dial number to forward calls to. (press Fwd again to forward calls to the last forwarded number)
- Press the Fwd soft key to set
- CFWD shows on display to indicate that the primary line(s) is/are forwarded.
To Cancel:
- Press the Fwd soft key.
- Press the Cancel soft key. (display shows cancelled)

CALL PICKUP (RINGING NUMBER)
- Get dial tone
- Dial Flexible Feature Code (FCC): #8
- You are connected to the call.
Notes:
- You can only pick up extensions programmed in your pickup group.
- If multiple phones are ringing, you pick up the longest ringing call.

DIRECTED CALL PICKUP
- Get dial tone
- Dial Flexible Feature Code (FCC): #99
- Enter the extension number you want to pick up.
- You are connected to the call.
DIRECTORY (If Available)

Callers List - Stores incoming calls (100 entries)
Redial List - Stores outgoing calls (20 entries)
- Press Callers or Redial soft key or use the Directory button and navigate to
Callers list or Redial list followed by pressing the Select soft key.
- Use navigation buttons to scroll up/down list.
- Press the Dial soft key to dial number.
- Press the Edit soft key to edit the number. Used to add "9" for an outside #.
- Press the Copy soft key to copy the entry to your Personal Directory (below).
- Press the Del soft key to delete the entry. Press the Yes soft key to confirm.
- Press the Quit button to exit Call Log.
- ** To Delete the entire list press the Del soft key at the Callers/Redial list
main menu and press the Yes soft key to confirm.

Personal Directory - Allows you to store 100 entries of personal numbers.
- Press the Directory button.
- Navigate to Personal Directory selection and press the Select soft key.
Add an entry:
- Press the Add soft key.
- Enter the name for entry using the keypad.
- Press the Next soft key.
- Enter the number for the entry using the keypad. Enter "9" if needed.
- Press the Done soft key to store the entry.
Edit an entry:
- Use your navigation keys to select the the desired entry to edit.
- Press the Edit soft key.
- Make the necessary changes.
- Press the Done soft key to save the entry.
Delete an entry:
- Use your navigation keys to select the desired entry to delete.
- Press the Del soft key.
- Press the Confirm soft key to delete the entry.
Search for an entry:
- Use your navigation keys to select the desired entry.
- Press the Dial soft key to call the stored number.
Copy entries to your Personal Directory:
- Press the Copy key to copy entries from other lists such as the
  Caller List and Redial List.

OPTIONS
- Press the Services button
- Use navigation button to select Telephone Options and press the
  Select soft key.

Adjust Volume:
- Navigate to the Volume adjustment option and press the Select soft key.
- Use the up/down navigation keys to select item to adjust, then press
  the Enter key. (Ringer, Handset, Handsfree, Headset, or Buzzer)
- Use the Up / Down soft keys or Up / Down Navigation keys to adjust
  volume.
- Press Select to save changes.

Adjust Screen Contrast:
- Navigate to the Screen Contrast option and press the Select soft key.
- Use the Up / Down soft keys or Up / Down Navigation keys to
  adjust contrast.
- Press Select to save changes.

Ring Type:
- Navigate to the Ring Type option and press the Select soft key.
- Use the Up / Down Navigation keys to select a ring type.
- Press Play to preview the ring tone.
- Press Stop to stop playing the ringing tone.
- Press Select to store the ring tone.