How Do I Navigate in a List or Menu?
Press up, down, left, or right on the four-way Navigation cluster, which is the circle in the middle of the phone. A scroll bar on the screen indicates your relative position within a list.

How Do I Select an Item in a List or Menu?
With the item highlighted, press Select, which is the center of the navigation cluster. Or, use the keypad to enter the corresponding item number.

How Do I Exit a Menu?
- To exit a menu completely, press Exit.
- To go back one level in a menu, press Back.
- If you press and hold Back, you exit a menu completely.

Call History
View Call History
- Press Applications.
- Scroll and select Recents.
- Select a line to view. Your phone displays the last 150 missed, placed, and received calls.
- To view details for a call, scroll to the call, press more (…), and then press Details.

View Missed Calls Only
- View your recents.
- Press Missed calls.

Dial Recent Calls
- View your recent calls, or navigate to your missed or placed calls.
- Scroll to a listing and lift the handset, or press Call to dial.
- To edit a number before dialing, press More (…) and choose Edit dial.

Directory
- Press Contacts.
- Scroll and select a directory.
- Use your keypad to input search criteria.
- Press Submit.
- To dial, scroll to a listing and press Dial.

Settings
Volume
The Volume bar is located to the left of the keypad.
- To adjust the handset, headset, or speakerphone volume, press Volume when the phone is in use.
- To adjust the ringer volume, press Volume on the left (-) or right (+).
- To silence the phone when ringing, press the minus sign one time.
- Pressing the minus sign multiple times lowers the ringer volume.

Ringtone
- Press Applications.
- Select Settings and choose Ringtone.
- Select a line (if you have more than one line).
- Scroll through the list of ringtones and press Play to hear a sample.
- Press Set and Apply to save a selection.

Screen Brightness
- Press Applications.
- Select Settings and choose Brightness
- Press the Navigation cluster left or right to increase the brightness and press Save.

Font Size
- Press Applications.
- Select Settings and choose Font Size.
- Select Tiny, Small, Regular, Large, or Huge
- Press Save.

Eagle Help Desk
For more information on campus contact the Eagle Help Desk at 8774, off campus at 608.785.8774. More VoIP information can be found on the web at www.uwlax.edu/voip.

Voicemail Setup
Enroll with Voicemail
(Enrollment is completed only once.)
- Dial 5000.
- Enter the first time enrollment PIN 12345.
- Follow prompts to:
  - Record your name and press the # key when finished;
  - Record a greeting and press the # key when finished;
  - Set a new PIN.

Changing Greetings and Other Options at Anytime
- Dial 5000.
- Enter your PIN followed by the # key.
- For setup options Press 4 and follow the prompts:
  1 (Change greeting)
  2 (Message Setting)
  3 (Preferences)
  4 (Transfer Setting)
  0 (Help)
  * (Exit)
Dialing
Pick up the handset and enter a number. For an on campus call, dial the last four digits. For all off campus calls:
- Local call: dial 7 + 7-digit number
- Long distance call (including 800): dial number 7 + 1 + 10-digit number (including area code)

Redial Last Number
Press Redial to redial the last number.

Dial On-Hook
- Enter a number when the phone is not being used.
- Lift the handset, or press one of the following: Call, Headset, or Speakerphone.

Answer
New calls display in these ways:
- A flashing amber line button or a flashing red light on your handset.
- An animated icon and caller ID.

To answer a call choose one of the following:
- Lift the handset.
- Press the flashing amber session button.
- Press the answer button.
- Press the unlit headset button.
- Press the speakerphone button.

Answer Multiple Lines
If you are talking on the phone when you receive another call, a message appears briefly on the phone screen.
- Press the flashing amber line button to switch lines and answer the second call.
- The first call goes on hold automatically.

Hold
- Press Hold and the hold icon appears and the line button flashes green.
- To resume a call from hold, press the flashing green line button, Resume, or Hold.

Transfer
- From an active call, press Transfer.
- Enter the transfer phone number.
- Press Transfer again (before or after the party answers) and the transfer completes.

Direct Transfer
You can transfer an active call to the held call either on the same line or across lines.
- From an active call, press Transfer.
- Press Active calls to select the held call, and press transfer again to finish the call transfer.

Conference
- From an active call, press Conference.
- Make a new call.
- Press Conference again (before or after the party answers). The conference begins and the phone displays “Conference”.
- Repeat these steps to add more participants.
- The conference ends when all hang up.

Join Calls
You can conference the active call with the held calls either on the same line or across lines.
- From an active call, press Conference.
- Press Active calls to select the held call, and press Conference again to create the conference.

View and Remove Participants
During a conference, press Show Details. To remove a participant from the conference, scroll to the participant and press Remove.

Mute
- While on a call, press Mute and the button glows to indicate that mute is on.
- Press Mute again to turn mute off.

Voicemail
New Message Indicators
- A solid red light on your handset.
- A slow, pulsing dial tone.
- The voicemail icon and number display on the screen along with one idle session button.

Listen to Messages
- Press the Messages button or dial 5000.
- Enter your PIN followed by the # key.
- 1 (Hear new message)
- 2 (Send new message)
- 3 (Review old message)
- 4 (Setup options)
- * (Cancel or back up)
- # (Skip or move ahead)

Log on to Voicemail from Different Office Phone
- Dial 5000.
- Press the * key when voice mail answers.
- Enter your extension followed by the # key.
- Enter your PIN followed by the # key.

Transfer Call into Voicemail While Connected to the Caller:
- Press the Transfer soft key.
- Press the * key.
- Dial the person’s extension you are transferring the call to.
- Press the Transfer soft key.

Leave a Quick Message in a Mailbox Without Calling the Extension
- Lift handset.
- Press * and dial the 4-digit extension.
- Leave your message.
- Hang up.

Divert
Divert redirects an individual call to voicemail. Press Divert when the call is ringing, active, or on hold.

Forward All
- To forward calls received on your primary line to another number, press Forward all.
- To forward calls to another number, enter a phone number.
- To forward all calls to voicemail dial 5000.
- To cancel call forwarding, press Forward off.