KEYS LAYOUT AND OPERATION

**FIXED FUNCTIONS KEYS**
- **Display Phone screen**
- **Open Settings Menu**
- **Activate/Deactivate Speakerphone**
- **Activate/Deactivate the Headset**
- **Increase the volume**
- **Decrease the volume**
- **Deactivate/Activate the microphone**

**NAVIGATION KEYS**
- **Scroll upwards / Jump to top**
- **Confirm input / Perform action**
- **Cancel function / Delete character left of cursor / Go back one menu level / Move left for tab**
- **Move right for tab navigation**
- **Scroll downwards / Jump to end of list**

**DISPLAY ICONS OVERVIEW**

**DISPLAY ICONS IN IDLE STATE**
- **Icon**
- **Description**
  - 🔄
    - You have one or more new missed calls
  - 🔖
    - Call Forwarding is active for all incoming calls
  - 🔄
    - You have one or more new messages

**DISPLAY ICONS DURING A CALL**
- **Icon**
- **Description**
  - 🔄
    - You are on an active call
  - 🔖
    - Your call has been disconnected
  - 🔴
    - You placed the call on hold
  - 🔴
    - The other party placed the call on hold

**DISPLAY ICONS WHEN FEATURE IS ACTIVATED**
- **Icon**
- **Description**
  - 🔄
    - The Do Not Disturb function is active
  - 🔔
    - The Ringer is turned off

**CONTEXT SENSITIVE SOFT KEYS**
- **Redial**
- **Ringer off**
- **DND on**
- **More...**
ANSWERING A CALL
- Lift handset, or
- For hands free mode: press Speaker, or
- If headset is connected: press Headset, or
- Press Accept soft key under phone screen

DEFLECTING AN INCOMING CALL WHILE RINGING
- Press the Deflect soft key under screen
- Press the soft key that corresponds to the voicemail access phone number

DIALING A PHONE NUMBER
- Lift handset, dial number and press OK, or
- Dial number and lift handset, or
- For hands free mode: dial number and press OK, or
- If headset is connected, dial number and press OK

DIALING A NUMBER FROM THE CALL LOG
- Press Call Log key
- If needed, press Call Log key to cycle through the call log tabs
- Select the desired entry and press OK to dial

ENDING A CALL
- Hang up, or
- For hands free mode: press Speaker, or
- If headset is connected, press Headset, or
- Press Disconnect soft key under screen

MAKING A CONFERENCE CALL
- During a call, press the Conference key
- Dial the telephone number and press OK
- Once the party answers, press the Conference key to join all parties

MUTING A CALL
- Press the Mute key

PLACING A CALL ON HOLD OR RETRIEVING THE CALL
- During an active call, press the Hold key
- To retrieve a held call, press the Hold key

RE DialING THE LAST DIALED NUMBER
- Lift handset or press Speaker
- Press Redial soft key under phone screen.

SETTING UP CALL FORWARDING
- Press the Forward key
- Press the Settings soft key under screen
- Select between All Calls, Busy, or Ring No Answer
- Press Enter Destination soft key
- Dial the destination
- Press the Save soft key

SWITCHING TO HANDS FREE MODE DURING A CALL
- Press Speaker key
- Replace handset

TRANSFERRING A CALL
- During a call, press the Transfer key
- Dial the desired extension and press OK
- When the party answers, announce the call and hang up
- If the party does not answer or does not want to join, press the Drop and Return soft key under the phone screen to disconnect connection and return to call on hold

TURNING THE DO NOT DISTURB MODE ON
- Press the DND On soft key under phone screen

TURNING THE DO NOT DISTURB MODE OFF
- Press the DND Off soft key under phone screen

TURNING THE RINGER OFF
- Press the Ringer Off soft key under phone screen, or
- Press and hold for 3 seconds the asterisk button on the dial pad

TURNING THE RINGER BACK ON
- Press the Ringer On soft key under phone screen, or
- Press and hold the asterisk button on the dial pad for 3 seconds

NEED HELP?
Further documentation and online tutorials can be found on the ITS web site at:
http://its.kennesaw.edu/voip
For additional assistance, please contact the KSU Service Desk:
770-423-6999
service@kennesaw.edu