

6731i Overview



| Area on Image | Feature Description | Area on Image | Feature Description | Area on Image | Feature Description |
|---------------|---------------------------|---------------|--|---------------|---------------------|
| 1 | Handset | 8 | Feature keys and/or additional Line appearances (label will indicate key function) | 13 | Keypad |
| 2 | Speakerphone | 7 | Redial key | 14 | Display screen |
| 3 | Voicemail Indicator light | 9 | Line appearances (these two will always be the same extension) | 15 | Volume Control keys |
| 4 | Goodbye/Disconnect key | 10 | Speakerphone/Headset key | 16 | Conference key |
| 5 | Options key | 11 | Mute key | 17 | Transfer key |
| 6 | Hold key | 12 | Navigation keys for display screen | 18 | Callers key |

Basic Features

Transfer

- Press **Transfer** key.
- Enter the extension you wish to transfer the call to.
 - Stay on the line to announce the call.
 - Press the **Goodbye** key to cancel the transfer.
- Press the **Transfer** key again to complete the transfer.

Transfer Directly to a Voicemail Box

- While on a phone call, press the **Transfer** key.
- Then press the **Dir VM Tx** feature key or dial *55.
- To transfer to your own voicemail box, press #.
- To transfer to another user's voicemail box, enter the campus extension, followed by # (i.e. 2011#).
- To cancel, press *.
- The system will indicate that it has successfully transferred the caller directly to that voicemail box.

Call Forward

- Press the **Call Forward** feature key.
- The display screen will show **Cfwd Mode** and **1. All**.
- Press the right navigation key to select **Change**.
- The display screen will show **CFWD ALL**.
- Use the down navigation key to scroll to a call forwarding menu option.
 - **Cfwd State:** turn call forwarding on or off
 - When the display screen shows Cfwd State, press the right navigation key to select **Change**.
 - Press down navigation key until the display reads Cfwd State ON (to turn on call forwarding) or to OFF (to turn off call forwarding).
 - Press the right navigation key to select **Set**.
 - Press the left navigation key to select **Done**.
 - Press # to confirm your change.
 - Press the left navigation key to select **Done**.
 - Press # to confirm your change.
 - If you turned on call forwarding, a red light will appear next to the Call Forward feature key and CFWD ALL will show on the display screen. If you turned off call forwarding, the light next to the Call Forward feature key will go dark and CFWD ALL will no longer appear on the display screen.

- **Cfwd Number:** to change where your calls are forwarded
 - When the display screen shows Cfwd Number, press the right navigation key to select **Change**.
 - Press the left navigation key to erase the current call forward number.
 - Use the keypad to enter the phone number you wish to forward your calls to.
 - For off-campus phone numbers, include "9" (i.e. 917145551212).
 - Press the right navigation key to select **Set**.
 - Press the left navigation key to select **Done**.
 - Press # to confirm your change.
 - Press the left navigation key to select **Done**.
 - Press # to confirm your change.

Conference Calling

- While on the first call, press the **Conf** key.
- Dial the second caller. Once you are connected to them, press the **Conf** key again.
 - If the second caller does not answer, press the **Goodbye** key.
- You are now conferenced with both callers.

Accessing Voicemail

- Press the **Voice Mail** feature button.
- Enter your voicemail password.
 - Press * if you want to access a voicemail box for a different extension than the one you are calling from.

OR

- Dial 2525 or 657-278-2525.
- Enter the campus extension.
- Enter the voicemail password.



For assistance with your phone, contact the IT Call Center at x7777 or helpdesk@fullerton.edu.

Updated and additional VoIP user guides and tutorials are available at: <http://voip.fullerton.edu>.