



Division of  
**Information Technology**

Training

# **Clearspan User Guide Standard User Features**

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## 1.0 Telephone Overview

This section contains an overview of each of the available physical phones.

### 1.1 Aastra 6757i Phone



Area on Image	Feature Description	Area on Image	Feature Description	Area on Image	Feature Description
1	Handset	6	Hold key	11	Mute key
2	Speakerphone	7	Redial key	12	Navigation keys for display screen
3	Voicemail Indicator light	8	Softkeys (label will change to indicate the function of the key at the time)	13	Keypad
4	Goodbye/Disconnect key	9	Line appearances (may be same extension or 2 different extensions)	14	Display screen
5	Options key	10	Speakerphone/Headset key	15	Volume Control keys

## 1.2 Aastra 35i Phone



Area on Image	Feature Description	Area on Image	Feature Description	Area on Image	Feature Description
1	Handset	8	Softkeys (label will change to indicate the function of the key at the time)	15	Volume Control keys
2	Speakerphone	9	Line appearances (may be same extension or 2 different extensions)	16	Conference key
3	Voicemail Indicator light	10	Speakerphone/Headset key	17	Xfer (Transfer) key
4	Goodbye/Disconnect key	11	Mute key	18	Services key
5	Options key	12	Navigation keys for display screen	19	Intercom key
6	Hold key	13	Keypad		
7	Redial key	14	Display screen		

## 2.0 Telephone Features

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All of the features in this section are available by default to Standard Users. **Note:** You may use either soft keys or feature codes to access a feature. Features that can be used with a feature code have an asterisk next to them.

### 2.1 Call Forward\*

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Call Forward will program your campus extension to automatically redirect incoming calls to ring at another number or go directly to your campus voicemail box. Each line (extension) on your phone is forwarded and canceled separately. Manually forwarding your calls will override any Call Forward Busy or Call Forward No Answer that is already programmed into the telephone system.

#### How to Enable Call Forward (Soft Key):

- Press the **Call Forw...** soft key.
  - If you wish to forward a line other than Line 1, get dial tone on that extension before pressing the Call Forw key.
- Press the **Change** soft key while the arrow is on **All**.
- Press the **Change** soft key to change the State to **On**.
- Use the up/down **Navigation** keys to point to **Number**.
- Enter the campus extension you wish to forward calls to.
  - To forward calls to your voicemail, enter 2525.
- Press the **Done** soft key to save this change.
  - A check mark now appears next to **All** under Call Forward Mode.
- Press the **Done** soft key again to save all forwarding changes.
- Your calls are forwarded. The display screen shows “CFWD ALL” and the Call Fwd soft key is lit.

#### How to Cancel Call Forward (Soft Key):

- To cancel Call Forward, press the **Call Fwd** soft key.
  - Press the **All Off** soft key to disable all of your modified call forwarding settings.

- OR press the **Change** soft key next to the call forwarding option you wish to disable.
  - Press the **Change** soft key to change the State to **Off**.

#### How to Enable Call Forward (Feature Code):

- Get dial tone on the extension that you wish to forward.
- Dial \*72. Wait.
- When prompted, enter the campus extension you wish to forward your calls to, followed by # (i.e. 2011#).
  - To forward calls to your voicemail, enter 2525#.
- You will hear a confirmation that call forwarding was activated successfully. “CFWD ALL” appears on your phone’s display.

#### How to Cancel Call Forward (Feature Code):

- Get dial tone on the extension that is forwarded.
- Dial \*73.
- You will hear a message that call forwarding has been deactivated successfully. “CFWD ALL” disappears from your phone display.
- When prompted, enter the extension number where you parked the call followed by # (i.e. 1212#).
- You are now connected to the call again.

### 2.2 Call Pull

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Coming Soon! This feature allows you to retrieve a call from any registered device.

## 2.3 Call Pickup\*

This feature allows you to answer another extension in your area from your extension. Both extensions must belong to the same call pickup group.

### How to Use Call Pickup

- While another phone is ringing, get dial tone on your phone.
- Press the **Call Pick...** soft key on your phone.
- You are now connected to the phone call.

## 2.4 Call Waiting

**Call Waiting** alerts a user who is currently on a phone call that there is another incoming call. The user will hear a beep and the display on the phone will show the caller ID of the new incoming call.

### How to Switch to the New Call

- Press the **Hold** key to place your current call on hold.
- Press the **Line Appearance** where the new incoming call is ringing.

### How to Go Back to the Original Call

- Press the **Hold** key to place the second caller on hold.
- Press the **Line Appearance** of the original call. You are now connected.
- Repeat these instructions to toggle back and forth between calls.

## 2.5 Callers

The Callers feature is a soft key on your phone that tracks the last 200 incoming calls for all of the extensions on your campus phone.

### To Access the Callers feature

- Press the **Callers** soft key on your phone.
- The most recent call's information is displayed.

### Callers Navigation

- Use the up and down **Navigation** keys to move through the list.

- **Dial** = allows you to call the number. **Note:** you must use the EditNum option to add "9+1" to dial an off-campus number.
- **EditNum** = allows you to edit the phone number for a caller.
- **Details** = shows details about the call such as the line the call came in on and the length of the call (if answered).
- **Delete** = allows you to delete this single entry or all entries in the Callers list.
- **Quit** = exits out of the Call List.

### Callers Display

- **N** = new call that you have not reviewed
- **XX New Callers** = the number of new callers since you last checked the Callers feature.
- **XX Missed Calls** = the number of unanswered calls since you last checked the Callers feature.
-  = unanswered call
-  = answered call

## 2.6 Conference Calling

Conference calling allows a user to create a three-way call in which they are speaking to two different callers at the same time. The two callers may be on-campus or off-campus.

### How to Create a Conference Call

- Connect with your first caller.
- While on the call, you will see the **Conf** soft key appear. Press the **Conf** soft key. Your first caller is placed on hold.
- Dial your second caller.
  - If the second caller does not answer, press the **Cancel** soft key. Then press the **Line Appearance** where your first caller is holding.
- Once you are connected with your second caller, press the **Conf** soft key again.
- You are now connected with both callers.

### How to Connect Two Existing Calls into a Conference Call

If you already have two calls on hold and you wish to connect those two callers in a conference call with yourself, follow these steps.

- While connected to one caller, press the **Conf** soft key.
- Press the **Line Appearance** where the second caller is on hold.
- Press the **Conf** soft key again.
- All three parties are now connected in a conference call.

## 2.7 Do Not Disturb\*

The Do Not Disturb feature allows you to send all of your calls directly to your voicemail.

### How to Activate Do Not Disturb (Soft Key)

- Press the **DND** soft key.
  - If you wish to activate Do Not Disturb for a line other than Line 1, get dial tone on that extension before pressing the DND key.
- Your phone display shows “DND On” and your message indicator light turns red.

### How to Deactivate Do Not Disturb (Soft Key)

- Press the **DND** soft key.
- “DND On” disappears from your phone display and the message indicator light turns off.

### How to Activate Do Not Disturb (Feature Code)

- Get dial tone on your extension.
- Dial \*78.
- You will hear a message that Do Not Disturb was activated successfully.

### How to Deactivate Do Not Disturb (Feature Code)

- Get dial tone on your extension.
- Dial \*79.
- You will hear a message that Do Not Disturb was deactivated successfully.

## 2.8 LDAP Look Up

The LDAP Look Up feature allows you to search for a campus user by name in order to be connected to their campus extension. **NOTE:** Only main campus users with a listing in the telephone database can be searched with this feature.

### How to Look Up a Campus User

- Press the **LDAP Look...** soft key.
- Type in a first or last name using the keypad on your phone. You may type a full or partial name.
  - Use the **BackSpace** soft key to delete a character.
  - Use the **Space** soft key to insert a space.
- Press the **Lookup** soft key.
- A list of matches appears.
  - Use the up/down **Navigation** keys to select an entry from the list.
    - Press **Dial** to call that user’s campus extension.
  - If your search results in more than four results, you can use the **Page Down** soft key to view additional pages of search results.
  - Press the **Back** soft key to search for a different name.
  - Press **Cancel** to exit this feature.

## 2.9 Park\*

The Park feature allows you to place a call on hold and retrieve it from another campus phone.

### How to Park a Call

- While on an active call, press the **Park** soft key.
- Press # to park the call on your extension.
  - OR you can enter the extension on which you will pick up the parked call.
- The call is parked and you are disconnected.

### How to Retrieve a Parked Call

- Get dial tone on the campus phone. Press the **Pickup** soft key.
- Enter the extension on which you parked the call.

- OR press # if you are retrieving the call from the extension on which you parked it.
- You are now connected with the parked call.

## **2.10 Redial\***

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The Redial feature allows you to redial the last phone number (either on-campus or off-campus) that you dialed from your extension.

### **How to Redial a Phone Number**

- Get dial tone on your extension.
- Press the Redial button or dial \*66.
- You are now calling the last on-campus or off-campus phone number that you dialed.

## **2.11 Speed Dial/Speed 100\***

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Speed 100 allows you to store frequently called phone numbers (on- or off-campus) in an easily accessed list. You may store up to 100 speed dial numbers.

### **How to Dial a Speed Dial Number**

- Press the **Speed 100** soft key on your phone.
- Your Speed Dial List appears. Use the up and down **Navigation** keys to scroll through the list.
- When the arrow is pointing to the correct entry, press the **Dial** soft key.

### **How to Add a Number to the Speed Dial List**

- Press the **Speed 100** soft key on your phone.
- Press the **Options** soft key.
- With the arrow selection on “Add,” press the **Select** soft key.
- Enter a two-digit speed dial code. It can be any number from 00-99.
- Press the **Done** soft key.
- Enter the phone number you wish to save.
  - For off-campus numbers, include a 9 and 1 (i.e. 9-1-714-555-1212).
  - Use the **BackSpace** key to delete a digit.
- Press the **Done** soft key.
- Enter the name you wish to assign to the entry using the phone’s keypad.

- Entries may be alphanumeric.
- For special characters, press **1** repeatedly to scroll through your options.
- Use the **Space** soft key to include a space.
- Use the **Backspace** key to erase a character/digit.
- Press the **Done** soft key.
- The new speed dial entry is saved.

### **How to Edit a Name on the Speed Dial List**

- Press the **Speed 100** soft key on your phone.
- Use the up/down Navigation keys to select the entry you wish to edit.
- Press the **Options** soft key.
- With the arrow selection on “Edit,” press the **Select** soft key.
- You may now edit the name of the speed dial entry.
  - Use the **Backspace** soft key to erase.
- Press the **Done** soft key when you are finished.
- Press the **Cancel** soft key to exit.

### **How to View or Edit the Phone Number for an Entry on the Speed Dial List**

- Press the **Speed 100** soft key on your phone.
- Use the up/down Navigation keys to select the entry you wish to change.
- Press the **Display** soft key.
- The phone number for the speed dial entry appears.
- Press **Edit** to change the phone number.
  - Use the **BackSpace** key to erase digits.
- Press the **Done** key when you are finished.
- Press **Back** to return to the speed dial list or press **Cancel** to exit the feature.

### **How to Edit the Speed Dial Code for an Entry on the Speed Dial List**

- Press the **Speed 100** soft key on your phone.
- Use the up/down Navigation keys to select the entry you wish to change.
- Press the **Options** soft key.
- With the arrow selection on “Move,” press the **Select** soft key.

- Enter the new two-digit speed dial code you wish to use for this entry. **Note:** you cannot choose a speed dial code that is already in use.
- Press the **Done** key.
- The speed dial entry now appears with the new two-digit code.
- Press the **Cancel** soft key to exit.

### How to Delete an Entry on the Speed Dial List

- Press the **Speed 100** soft key on your phone.
- Use the up/down Navigation keys to select the entry you wish to delete.
- Press the **Options** soft key.
- With the arrow selection on “Delete,” press the **Select** soft key.
- You will be asked to confirm the deletion. Press the **Yes** soft key.
  - Press **No** to cancel the deletion.
- The entry is now deleted. Press the **Cancel** soft key to exit.

## 2.12 Transfer

The Transfer button/soft key allows you to transfer a phone call from your phone to another campus extension.

### How to Transfer a Call

- While you are on a phone call, press the **Xfer** button or soft key.
- Enter the campus extension that you wish to transfer the call to.
  - Stay on the line to announce the call (if desired).
  - Press the **Cancel** soft key to cancel the transfer.
- Press **Xfer** to complete the transfer.

## 2.13 Voicemail

Please view the Clearspan Voicemail User Guide for additional information on using the campus voicemail system.

### How to Access Campus Voicemail

- Press the **VoiceMail** soft key on your phone or dial 2525.
- Enter your voicemail password.

### How to Access Voicemail for a Different Extension

If you wish to access a voicemail box for another user/extension or if you wish to reach your voicemail box from another campus extension, follow the steps below.

- Get dial tone on a campus phone.
- Dial 2525.
- Press \*.
- Enter the campus extension.
- Enter the voicemail password.

## 2.14 Voicemail Transfer

The Direct Voicemail Transfer feature allows you to transfer a caller directly to someone’s voicemail box without ringing their phone.

### How to Transfer a Call Directly to Voicemail (Dir VM Tx Button)

- While on a phone call, press the **Xfer** soft key.
- Then press the **Dir VM Tx...** key.
- 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.

### How to Transfer a Call Directly to Voicemail (No Button)

- While on a phone call, press the **Xfer** button.
- Then press \*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.

## 3.0 Options Menu (Telephone Settings)

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Press the **Options** button on your phone to change your phone's settings. Use the up/down Navigation keys to navigate to a menu option. Then press the **Select** soft key to select it.

### 3.1 Call Forward

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The Call Forward option on the Options menu directs you to the same functionality as the [Call Forward soft key](#).

### 3.2 Preferences

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The Preferences menu allows you to customize your phone's appearance, display settings, and sounds.

#### 3.2.1 Changing Your Ring Tone and Tone Type

The **Tones** menu allows you to change your ring tone and the tone type for your phone.

- To change your ring tone, press the **Select** key with the arrow pointing at **Tones**.

##### Setting a Ring Tone

You can change the ring tone on your phone to differentiate its ring from other phones in your area.

- To select a different ring tone for your phone, press the **Select** key with the arrow pointing at **Ring Tone**.
- Use the up/down Navigation keys to select a new ring tone.
  - When you select a ring tone, a sample of that ring tone will automatically play.
- Press **Done** to save your change.

##### Setting a Tone Type

Each country has their own set of ring tones and sounds. You can change the country in order to have additional ring tones available to choose from.

- To select a different ring tone type for your phone, press the **Select** key with the arrow pointing at **Tone Set**.

- Use the up/down Navigation keys to select a country/set of ring tones.
- Press **Done** to save your change.
- To listen to the new set of ring tones, follow the Setting a Ring Tone instructions.

#### 3.2.2 Display

This option allows you to adjust the contrast and backlight settings on the display screen of your phone.

##### Contrast Level

- To change the contrast level of the display screen, press the **Select** key with the arrow pointing at **Contrast Level**.
- Use the right/left Navigation keys to adjust the contrast level.
- Press **Done** to save your changes.

##### Backlight

##### To turn the backlight on or off:

- To change the backlight settings on your display screen, press the **Select** key with the arrow pointing at **Backlight**.
- Use the up/down Navigation keys to make a selection: "Off" turns the backlight off; "Auto" turns the backlight on automatically when your phone is active (i.e. you press a button or receive a call).
- Press **Done** to save your changes.

##### To adjust the time of the backlight:

- To change the backlight settings on your display screen, press the **Select** key with the arrow pointing at **Backlight**.
- Press the **Advanced** key.
  - You must have the backlight set to "Auto."
- Use the Backspace key to erase the current backlight settings.

- Type in a new amount of time for the backlight to remain lit in seconds (i.e. 6 = 6 seconds).
- Press **Done** to save your changes.

### 3.2.3 Speed Dial Edit

This option is not available.

### 3.2.4 Live Dialpad

This option allows you to set whether the phone automatically dials a phone number as soon as you type it in or if you have to press Dial after typing the number. **NOTE:** It is recommended that Live DialPad be set to **on**.

### 3.2.5 Set Audio

This option allows you to set the audio mode (speaker, headset, handset) and change the volume of the headset microphone.

#### Audio Mode

You can change what the Speaker/Headset button



( ) does by changing the Audio Mode setting.

- To change the audio mode, press the **Select** key with the arrow pointing at **Audio Mode**.
- Select an audio mode:
  - Speaker
    - Use the Speaker/Headset button to toggle between the speakerphone and the handset.
  - Headset
    - Use the Speaker/Headset button to toggle between your headset and the handset.
  - Speaker/Headset
    - All incoming calls will go to the speakerphone. Use the Speaker/Headset button to toggle between the speakerphone, headset, and handset.
  - Headset/Speaker

- All incoming calls will go to your headset. Use the Speaker/Headset button to toggle between the headset, handset, and speakerphone.

#### Headset Mic Vol

This option allows you to change the volume of the audio being sent to your headset. You can also use your headset's built-in volume adjuster.

- To adjust the volume, press the **Select** key with the arrow pointing at **Headset Mic Vol**.
- Select your volume:
  - Low
  - Medium
  - High
- Press **Done** to save your changes.

#### DHSG

This option is not available.

### 3.2.6 Time and Date

This option allows you to change the formatting of the time and date on your phone.

#### Time Format

This option allows you to switch between a 12 hour format and a 24 hour (military) format.

- To adjust the time format, press the **Select** key with the arrow pointing at **Time Format**.
- Select your time format
  - 12 Hour
  - 24 Hour
- Press **Done** to save your changes.

#### Daylight Savings

It is not recommended that you alter this option as the default setting is "automatic." This means that your phone will automatically adjust the time for daylight savings.

#### Date Format

This option allows you to change the way the date is displayed.

- To adjust the date format, press the **Select** key with the arrow pointing at **Date Format**.
- Select a date format:
  - WWW MMM DD (e.g. Fri May 4)
  - DD-MMM-YY (e.g. 4-May-12)
  - YYY-MM-DD (e.g. 2012-05-04)
  - DD/MM/YYYY (e.g. 04/05/2012)
  - DD/MM/YY (e.g. 04/05/12)
  - DD-MM-YY (e.g. 04-05-12)
  - MM/DD/YY (e.g. 05/04/12)
  - MMM DD (e.g. May 4)
  - DD MMM YYYY (e.g. 4 May 2012)
  - WWW DD MMM (e.g. Fri 4 May)
  - DD.MM.YYYY (e.g. 04.05.2012)
- Press **Done** to save your changes.

### Time Zone

It is not recommended that you alter this option as the default setting is “US-Pacific.”

### Time Server, Set Time, & Set Date

It is not recommended that you alter these options. Changing the time server can result in the incorrect time on your phone. If you change the time or date on your phone, they will be reset to match the time server overnight.

### 3.2.7 Language

This option allows you to change the language of some of the menu options.

#### Screen Language

The only screen language available is English.

#### Input Language

The input language is the language used when you type information into the phone using the keypad (i.e. LDAP Lookup, Speed 100). There are several available for you to use.

- To change the input language, press the **Select** key with the arrow pointing at **Input Language**.
- Select the language you would like to use when typing information into your phone.

- Press **Done** to save your changes.

## 3.3 Phone Status

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The Phone Status menu allows you to locate information about your phone that can assist IT technicians in resolving an issue you are having with your phone.

### 3.3.1 IP & MAC address

IP and MAC Addresses are used to identify and locate your phone on the campus network. Locating your IP and MAC address can assist an IT technician in resolving an issue you are having with your phone.

- To display your phone’s IP and MAC address, press the **Select** key with the arrow pointing at **IP&MAC Addresses**.

### 3.3.2 LAN Port

Locating your LAN Port can assist an IT technician in resolving an issue you are having with your phone.

- To display your phone’s LAN Port, press the **Select** key with the arrow pointing at **LAN Port**.

### 3.3.3 PC Port

This feature is not available.

### 3.3.4 Firmware Info

Firmware is like an operating system for your phone (like Windows 7 or Mac OS X). Locating your phone’s Firmware Info can assist an IT technician in resolving an issue you are having with your phone.

- To display your phone’s firmware information, press the **Select** key with the arrow pointing at **Firmware Info**.

### 3.3.5 Error Messages

Error Messages are generated when your phone encounters certain issues. Locating any Error

Messages can assist an IT technician in resolving an issue you are having with your phone.

- To display any error messages, press the **Select** key with the arrow pointing at **Error Messages**.

### 3.3.6 Copyright

Copyright shows you the copyright information for the phone.

## 3.4 Password

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This feature is not available.

## 3.5 Admin Menu

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The Admin Menu is used by campus IT technicians to set up and troubleshoot campus phones. This menu is not available to end users.

## 3.6 Restart Phone

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The Restart Phone option is used to shut down and restart your phone.



Do **NOT** restart your phone unless directed to by an IT technician. Restarting your phone will disconnect any calls in progress and may take several minutes.

## 3.7 Phone Lock

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This feature is not available.



If you accidentally lock your phone, contact the IT Call Center at [helpdesk@fullerton.edu](mailto:helpdesk@fullerton.edu) or 657-278-7777.

## 4.0 Telephone Feature Codes

The following table is a list of feature codes that you can use to access features using your keypad instead of a soft key or button.

Feature	Feature Code	What Does It Do?
Call Forwarding Always Activation	*72	Turns on call forwarding
Call Forwarding Always Deactivation	*73	Turns off call forwarding
Call Park	*68	Parks a phone call for later retrieval
Call Park Retrieve	*88	Retrieves a parked call
Call Pickup	*98	Answers a phone in your call pickup group
Direct Voice Mail Transfer	*55	Transfers a caller directly to a voicemail box
Do Not Disturb Activation	*78	Turns on do not disturb
Do Not Disturb Deactivation	*79	Turns off do not disturb
Flash Call Hold	*22	Places a call on hold
Last Number Redial	*66	Redials the last on-campus or off-campus number that you dialed
Speed Dial 100	*75	Calls a number on your speed dial list
Voice Mail Retrieval	*86	Accesses your voicemail messages directly
Voice Portal Access	*62	Accesses your voicemail box main menu