City College of San Francisco
Telephone User Guide
July, 2004

- Telephone Helpdesk --------------------------------- 5770 or (415) 452-5770
- Internal Call within CCSF--------------------------- 4 digit extension number
- Internal Call To Small Campuses------------------ 9 + 7 digit number
  - Example: Bio-Link, SBDC, Castro-Valencia
- External calls within (415) -------------------------- 9 + number
- External calls outside (415) ------------------------- 9 + 1 + area code + number
- New Local Calling Area: 415, 510, 650
- Telephone Project Website: www.ccsf.edu/nps
- Change Requests: switchboard@ccsf.edu

GETTING TO KNOW YOUR TERMINAL

1. Audio Keys
   - LISTEN: Used to change your ring type.
   - SPEAKER: For hands-free operation.
   - MUTE: To turn off MIC of the set.

2. LED (flashing green light): Indicates you have messages.

3. Menu Key: To program your phone or display information about the phone.

4. Display: Provides name and location of internal caller.
   Provides number of external caller.
   When phone not in use provides date and time.

5. Pre-Programmed Keys: Either lines or features as indicated.

6. Vacant Key: Programmable key.

7. End: To terminate the call or programming.

8. Envelope: To check number of new messages.

9. Redial: To redial the last number dialed.

10. Keyboard (Behind Flip Down Panel): To dial by name.
SETTING UP YOUR TELEPHONE

ADJUSTING THE DISPLAY AND ICON VIEWING ANGLE:
Enter the display code * 67
Use the minus or plus to adjust the contrast
Press End

SELECTING RINGER MELODY AND ADJUSTING VOLUME:
Press Listen to hear the current melody
Press Listen again to change the melody (select from 16 melodies)
Press the Minus or Plus key to change the ringing volume
Press End

Note: This selection may only apply to internal calls.

PROGRAMMING YOUR PERSONAL DIRECTORY FOR SPEED DIALING:
Press Menu
Press 2 twice
Enter the number
Press Directory
Select 0-9 or * or #
Press End

USING YOUR PERSONAL DIRECTORY:
Press the Directory Key
Enter your Speed Dial code (0-9, *, #)
Number will automatically ring

CALL HANDLING

ANSWERING A CALL:
For a call to your direct extension (line buttons on the left):
Pick up the handset or press Speaker
Begin speaking

For a call to a supervised extension (line buttons on the right):
Pick up the handset or press Speaker
Push the button with the ringing icon
Begin speaking

Note: Other individuals may have the same supervised extension and may have answered the call before you did.
MAKING A CALL:
Pick up handset
Dial the desired number

Alternatively:
Without picking up handset, dial the desired number
Call is automatically on speakerphone

Note: You do not have to select a line button to make a call

TRANSFERRING A CALL:
Inform caller you will transfer them
Press another line button (the caller is automatically placed on hold)
Dial the extension number
Press Transfer
Hang up

Note: A line button is a button with your extension on it

ANNOUNCED TRANSFER:
If you wish to inform the other party you are transferring a call to them:
Inform the caller you will transfer them
Press another line button (the caller is automatically placed on hold)
Dial the extension number
Wait for the party to answer
State you will be transferring a call
Press Transfer
Hang up

Note: If party is not available press the End key and you will be reconnected to the caller

CALLING ANOTHER NUMBER DURING A CALL:
Press next available line button (first call is automatically on hold)
Dial the number

SWITCHING BETWEEN ONE CALL AND ANOTHER:
While in conversation:
Press the line button of the person you desire to speak to
The alternate call is automatically put on hold
ACCEPTING A SECOND CALL:
When on the first line and another call is received:
You will receive a call-waiting beep
Press the flashing line button (first call is automatically on hold)
You can switch between the two calls by selecting line button

Note: If the second call is unanswered it will forward to your voicemail

THREE – WAY CONFERENCE: (only three, yourself and two others)
To Setup a conference call:
Call the first desired number (or receive an inbound call)
Select another line button
Dial the number of the party you wish to join the conference
Press conference key and all three parties are connected.

Note: If the party you are trying to reach on the 2nd line is not available press the END key and your 1st caller is reconnected to you

DIAL BY NAME USING THE ALPHABETIC KEYBOARD:
Open the keyboard flap
Enter the first three letters of the name
Press the ↵ (search key)
The full name will be displayed. If more than one name is found, in the right hand corner of the display next to the name you will see a number such as 01/03 which indicates there are 3 people listed with that last name.
Press the ↑← (scroll up) or Press↓→ (scroll down)
When the correct name is found, press ↵ (search key) again to ring the extension number.

Note: Pressing the SPCE key twice will display the extension number.

HOLD:
Press the hold button

TO RETRIEVE CALL OFF HOLD:
Press the line that has the handset and the musical icon ♫ next to it

FORWARD TO VOICEMAIL:
Forwards ALL of your calls to Voicemail Box
Without lifting the handset
Press FWD To VM
Press END
Note: Display will inform you phone is forwarded. A recording will inform you the phone is forwarded when you pick up the handset.

**To Cancel:**
Press FWD to VM
Press END
Display will read **FWD CANCELLED**

**FORWARD TO ANOTHER PHONE WITHIN THE SYSTEM:**
Dial *60
Enter the internal extension you would like your calls forwarded to (example 5757).
Press END

**To Cancel:**
Dial *64
Press END

**CHECK VOICEMAIL:**
To login to your voicemail box:
Press the **Check VM** Key
Login to your mailbox.
(See [www.ccsf.edu/nps](http://www.ccsf.edu/nps) for additional details))

**CALL PARK**
This function allows you to put an answered call on hold and retrieve it from another phone.

**To Park the Call:**
While on the call press the **Call Park** Key
Then hang up the call
**Note: Remember the extension number of the set you are on!!!!**

**To Retrieve the Call:**
Go to another extension
Pick up the handset and dial *75
Then dial the extension number where the call was parked.