






# Information Technology Services

21 January 2015

## AUP Telephone System

<b>YOUR INFORMATION</b>	<b>New telephones have been installed across the AUP campus.</b>
YOUR PASSWORD	Your default password is: 0000. To change your password, dial x555, listen to the options and follow the instructions.
YOUR NAME	To record your name for callers to hear when they leave a message, dial x555, listen to the options and follow the instructions.
YOUR GREETING	To record your personalized greeting, dial x555, listen to the options and follow the instructions.

<b>YOUR VOICEMAIL</b> Your default password is: 0000	To access your voicemail, dial x555. From outside AUP, dial: 01-4062 0555.
To forward all calls to your Voicemail	*25 then use the Navigation Key and Press ► to Composer 
To forward calls to your Voicemail when you cannot answer	*26 then use the Navigation Key and Press ► to Composer 
To forward calls to your Voicemail when your line is busy	*27 then use the Navigation Key and Press ► to Composer 
<i>Recommendation: Use both *26 and * 27 by default.</i>	
To cancel all forwarding	#20

**TO LEAVE A VOICEMAIL WITHOUT LISTENING TO THE RECORDED INSTRUCTIONS**

To leave a Voicemail with listening to the recorded instructions

Press the # key, leave your message, then hang up.

**To Forward Calls from your telephone to a colleague**

To forward all calls to another telephone, for example, a colleague

\*21 Enter the number of your colleague then use the Navigation Key and Press ► to Composer



To forward calls to a colleague when you cannot answer your telephone

\*22 Enter the number of your colleague Then use the Navigation Key and Press ► to Composer







To forward calls to a colleague when you are already on your line.

\*23 Enter the number of your colleague Then use the Navigation Key and Press ► to Composer











To cancel all forwarding

#20

<b>Conference Calls with 3 or more parties.</b>	
To begin a conference call	<p>When you begin a conference, you are the first party in the conference (Party 1).</p> <p style="text-align: right;"></p> <p>Pick up the handset or press to start the conference call.</p>
Call Party 2 by dialing their number (or answer an incoming call of a Party).	<p>Call Party 2 and wait for Party 2 to answer. (Or answer an incoming call of a Party).</p> <p>When Party 2 answers, you can consult with them before adding them to the conference.</p> <p>Press  to start the conference call</p>
Enter the phone number of Party 3.	<p>Call Party 3 and wait for Party 3 to answer (or answer an incoming call of a Party).</p> <p>When Party 3 answers, you can consult with them before adding them to the conference.</p> <p>Press  again to add Party 3 to the conference.</p>
Your Conference Call	<p>Party 1 (which is yourself), Party 2, and Party 3 are all now connected to a single conference.</p> <p>Repeat the previous step for each additional Party that needs to join the Conference Call.</p>
To drop a party from the conference	<p>Use the arrow navigation keys to select the party and press the  <b>Drop</b> key.</p>

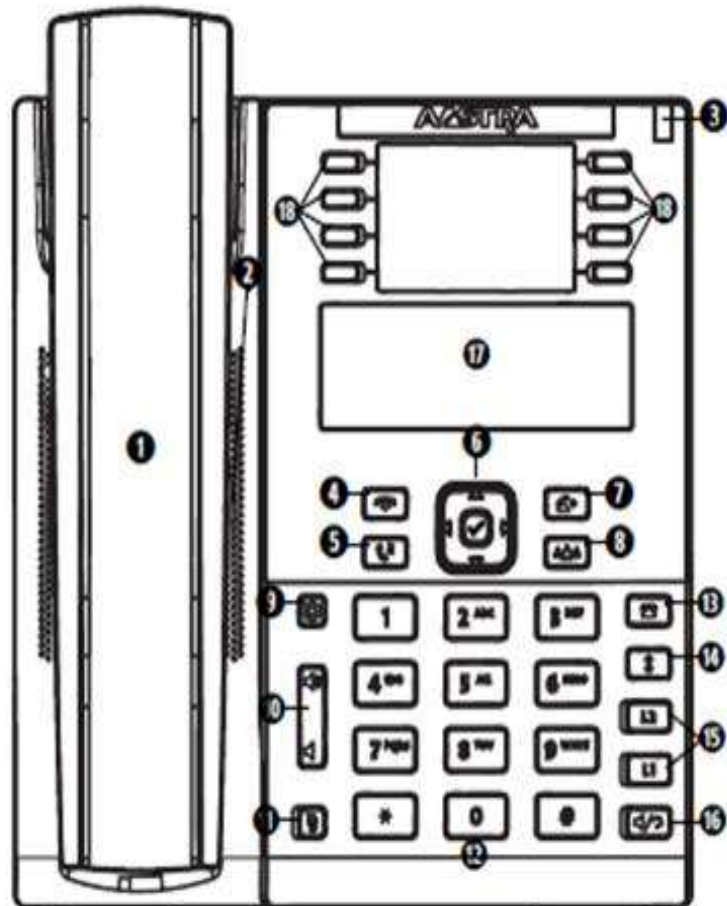
*See below for a summary of additional features.*

Other Commands	
To transfer a call from your telephone to a colleague's phone	Press  Dial the number of your colleague. Then press 'Composer'
To change options, language, settings, ring tone	Press  Select the options you wish to modify
To redial a previously dialed number	Press 
To see a list of most recent callers	Press 
To end a communication operation	Press  Or hang up the handset
To mute your telephone	Press  To unmute, press again.
To put a call on hold	Press  To take back call, press again.
Adjusting the volume of your telephone	Press 

## Telephone Layout and Summary of Features

### Key Panel











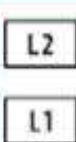
The following sections describe the various 6865i phone key functions and how they help you make and manage yo calls and caller information. Images of the symbol keys and the symbol hardware platform are used throughout this document.



<b>1</b>	6865i Handset	<b>10</b>	Volume Control
<b>2</b>	High Quality Speakerphone	<b>11</b>	Mute Key
<b>3</b>	Message Waiting Lamp	<b>12</b>	Keypad
<b>4</b>	Goodbye Key	<b>13</b>	Callers List Key
<b>5</b>	Hold Key	<b>14</b>	Redial Key
<b>6</b>	Navigation/Select Keys	<b>15</b>	Line/Call Appearance Keys
<b>7</b>	Transfer Key	<b>16</b>	Speaker/Headset Key
<b>8</b>	Conference Key	<b>17</b>	LCD Screen
<b>9</b>	Options Key	<b>18</b>	Programmable Keys

## Key Description

The following table identifies the keys on the key panel of your 6865i IP phone that you can use for handling calls.

Key	Description
	<b>Goodbye Key</b> - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	<b>Hold Key</b> - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	<b>Navigation/Select Keys</b> - Pressing the UP and DOWN keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/text messages). These buttons also let you scroll through menu selections, such as the Options List.  Pressing the LEFT and RIGHT keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT key erases the character on the left; pressing the RIGHT key sets the option. Alternatively, pressing the center Select key sets the option as well on specific screens.
	<b>Transfer Key</b> - Transfers the active call to another number.
	<b>Conference Key</b> - Begins a conference call with the active call.
	<b>Options Key</b> - Accesses services and options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
	<b>Volume Controls</b> - Adjusts the volume for the handset, ringer, and handsfree speaker.
	<b>Mute Key</b> - Mutes the microphone so that your caller cannot hear you (the light indicator flashes when the microphone is on mute).
	<b>Callers List Key</b> - Accesses a list of the last 200 calls received.
	<b>Redial Key</b> - Accesses a list of the last 100 previously dialed numbers. Pressing the Redial key twice redials the last dialed number.
	<b>Line/Call Appearance Keys</b> - Connects you to a line or call. The Aastra 6865i IP phone supports two line keys, each with LED indicator lights.

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