**BUTTONS**

- Soft key button: based on phone state
- Line button: Line Appearances

**LINE BUTTON STATUS LIGHTS**

- **Green**: steady-active call
- **Green**: pulsing: call on hold
- **Amber**: pulsing: incoming call
- **Red**: solid: Line Appearance in use
- **No color**: no call activity

**LOG IN TO YOUR PHONE USING EXTENSION MOBILITY**

1. Press the **APPLICATIONS** button to access your **Settings**.
2. Use the **Navigation** button to select the **Extension Mobility**.
3. Enter **NetID** and by typing into the keypad in a text fashion
4. Enter **PIN**: 123456
5. Press the **Submit** soft key.
6. The phone will register to your phone parameters.

**TO PLACE A CALL**

- Press the **Speaker** button or
- Press the **Headset** button or
- Press the **New Call** soft key

**On Campus - within your site**

- Dial the 5-digit campus extension.

**Off Campus**

- Local – Dial 9+1/Area Code+Number.
- Long Distance – Dial 9+1/Area Code+Number.
- Emergency – Dial 911 OR 9+911.
- To end a call, press the **End Call** soft key or hang-up.

**LAST NUMBER REDIAL**

- Press the **Redial** soft key

**SPEED DIAL**

To program speed dial numbers refer to the “Self Care Portal” instructions.

To access Abbreviated Dialing

1. While your phone is on hook
2. Dial the speed code number
3. Press the ‘Speed Dial’ soft key
4. Pick up handset

**CALL FORWARD**

1. When your phone is idle, press the **Forward All** soft key.
2. Enter the number you would like to forward the calls to (include a 9+1 for external numbers) or press the **Message** button to forward all calls to voicemail.

**To cancel**

- Press the **Forward Off** soft key.

**DECLINE**

This soft key will send calls directly into voicemail.

**Activate for an incoming call**

- To decline the first incoming call, press the **Decline** soft key.

**CALL HOLD**

- From an existing conversation, press the **Hold** button or the **Hold** soft key.

**To retrieve a call on hold**

- Press the **Hold** button or the **Resume** soft key or the **Pulsing Line** button.

**CALL PARK (2 minutes)**

**To park a call**

1. During an existing call, press the **Park** soft key; the call is placed into a park position.
2. Note the position displayed on the screen (*01000~*01019).

**To retrieve a parked call**

- From any idle phone, dial the park position.

**TO ANSWER A SECOND CALL**

- Press the **Pulsing Amber Line** button (this will automatically place the first caller on hold).

**Note**: To avoid playing your hold music during a PGI conference call, press *6 to mute and unmute.

**Switching between calls**

- Press the **Pulsing Green Line** button.

**CONFERENCE ACTIVE CALLS**

This feature allows you to join two active calls.

1. Press the **Conference** button (this will place the call on hold).
2. Press the **Flash Line** button.
3. To join the two calls, Press the **Yes** soft key.

**TO TRANSFER A CALL**

1. During a call, press the **Transfer** button.
2. Dial the number.
3. Announce the call (if desired).
4. Use the **Swap** soft key to toggle between calls (optional).
5. Press **Transfer** button to complete the transfer.

**If you would prefer not to complete the transfer**

- Press the **Cancel** soft key and press the **Pulsing Green Line** button to reconnect to the original caller.

**CONFERENCE CALL (max of 8 calls)**

1. While a call is in progress, press the **Conference** button.
2. Dial the extension or off-campus number.
3. Announce the call (optional).
4. Use the **Swap** soft key to toggle between calls (optional).
5. Press the **Conference** button to complete.

Repeat the steps above to add more parties.

**View current participants**

1. Press the **Options** (...) soft key twice.
2. Press the **Details** soft key.

**To remove a party**

1. Press the **Options** (...) soft key twice.
2. Press the **Details** soft key.
3. Highlight the party to be removed, and press the **Remove** soft key.

**To reconnect to the conference if a called party isn’t joining**

- Press the **Cancel** soft key and press the **Pulsing Green Line** button to reconnect to the caller.

**MOBILITY/SINGLE NUMBER REACH**

To program your mobile number, refer to the “Self Care Portal” instructions.

**Enable/Disable from your Phone**

- Press the ‘Mobility’ soft key while the phone is idle.

**Switch an active Desktop call to your Mobile Phone**

1. Select ‘Send call to mobile’.
2. Press the ‘Select’ soft Key.
3. **Answer** the in-progress call on your mobile phone.

**Switch an active Mobility Phone call to Your Desk Phone**

1. Hang up the call on your mobile.
2. Press the ‘Resume’ soft key on your desk phone within 10 seconds to retrieve the call.
VOICEMAIL ACCESS

**To log on to voicemail from your phone**
1. Press the Message button.
2. Enter your PIN, press the # key.

**To log on to voicemail from another inside phone or an external number**
1. Dial your own direct dial 10-digit phone number or the voicemail access number 847.467.7777 or dial Extension 77777.
2. Press the * key when voicemail answers.
3. Enter your ID (5-digit phone number), then press the # key.
4. Enter your PIN, then press the # key.

VOICEMAIL OPTIONS VIA OUTLOOK
Messages will be delivered to your Outlook Inbox. The message will be available as an attachment and may be managed similar to any other email.

CALL HISTORY
1. To view call logs, press the Applications button.
2. Select Recents.
3. Use the Navigation button to view call logs.
   (up to 150 calls) Missed Placed Received
4. Place a call within the Recents directory using the Call soft key.
5. Use the Options (...) soft key and Edit Dial soft key to modify the number.

CONTACTS
1. Press the Contacts button to access the University and your Personal Directories.
2. Use the Navigation button to select the desired directory.
3. Enter search criteria using the keypad.
4. Press the Search soft key.
5. To call from directories, press the Dial soft key or if needed press the Edit Dial soft key to modify the number.

HOW TO GET SUPPORT
Contact the IT Support Center and identify yourself as a Cisco Voice Platform User.
Call: 1-847-491-4357 (1-HELP)
Email: consultant@northwestern.edu
www.it.northwestern.edu/supportcenter/index.html

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