

## Use Your Phone

Stephanie Obodda - 2020-02-05 - Comments (0) - Telephones

- General Instructions & Quick Start Guides: included on this page
- Instructions for using Voicemail: [Access your Voicemail](#)
- How to use the computer / smartphone app: [Get started with Jabber](#)

### Quick Start Guides:

To get specific instructions for your phone model, please click on the phone below that matches yours.



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8811/51



8845/65

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#### Make a Call

- Lift the handset and begin to dial.
- Press the Speaker Phone button and begin to dial.
- Press the Line Button next to the phone number you wish to call from and begin to dial.
- Dial the number first, then choose any of the above options to place the call.

**For external calls**, dial 8 + 1 + area code + telephone number you wish to call. This is also true for calls within 401 area code (Rhode Island). For example, 8 + 1 + 401 + 555-1212.

**For internal calls**, dial the 5-digit extension number. The person you are calling will see your name and 10-digit number displayed.

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#### End a Call

There are several options for ending your call.

- Place the handset back on the phone.
- Press the soft key under End Call on the display.
- Press the Speaker Phone button.

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#### Answer a Call

The Caller ID of the person calling will appear in the display.

- Lift the handset.
- Press the Speaker Phone button.
- Press the button next to the phone number (the Line button) which is ringing.
- Press the Answer soft key.

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## Place a Call on Hold

The person on hold will hear music and you will not be able to hear them.

- Press the Hold button (||).
- The hold icon will appear next to the call in the display of your phone.
- To return to the call, press the soft key under the word Resume in the phone display.

Note: Hanging up the handset will not disconnect the call when the caller is on hold.

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## Mute a Call

When you place a call on Mute, you can still hear the caller, but they cannot hear you. Others on the call will not have any indication you have momentarily silenced your end of the conversation.

- To place a call on mute, press the Mute button (icon of a microphone with a line through it), which will remain lit while the call is muted.
- To remove yourself from mute, simply press the Mute button again. The button will no longer be lit.

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## Transfer a Call

When you have a call on your line, you may transfer that call to any internal or external number.

1. With the call live on your line (not on hold), press the Transfer button (icon of a person with an arrow). This will put the caller on hold automatically, and you will hear a dial tone.
2. Enter the telephone number you wish to transfer to.
3. You may either press the Transfer button again to immediately complete the transfer, or you may wait for the other person to answer the call, speak to them, then press Transfer again when you are ready.

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## Conference Calls

Conference Calls allow you to be on a single phone call with up to 6 other people.

1. With the first person on an active call, press the Conference button (icon of three people). This will place the first caller on hold.
2. Once the second call is answered, press the Conference button again to add the second call to the first. You can now talk to both participants at the same time.

Repeat the above steps to add more participants.

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#### Forward Calls

You may forward calls to another extension or your voicemail. When your phone is forwarded, it will not ring with incoming calls.

1. Press the soft key under Fwd All or Forward All on the display.
2. Enter the internal phone number you wish to forward your calls to, exactly as you would dial it directly. To forward to your voicemail, press your Messages button.
3. You will see the forwarding phone number on your display.

To cancel the forwarding, press the Fwd Off soft key.

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#### Contact Search

You can look up the phone numbers of colleagues and dial them directly using the Contacts button.

1. Press the Contacts button.
2. Use the Navigation Bar to scroll down to the Corporate Directory.
3. Press the Select button in the center of the Navigation Bar.
4. Search for a colleague by entering some or all of the information in the First Name and Last Name fields, then select Search. Use your keypad to enter letters by pressing the button until the letter you want appears.
5. When you locate the person you wish to reach, highlight the name, then lift your handset or press the Speaker Phone button to place the call.

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#### Call History/Recents

You can view a list of all past received, placed, and missed calls. Your last 150 calls will be saved.

1. Press the Applications button (icon of a gear/wheel).
2. The first option will be Call History or Recents depending upon your phone model. Press the Select button in the center of the Navigation Bar/Pad.
3. To dial, use the Navigation up/down buttons to highlight the number you wish to call, then lift the handset or press the Speaker button.

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#### Change Your Ringtone

1. Press the Applications button (icon of a gear/wheel).

2. Use the Navigation Bar to scroll to Preferences or Settings depending upon your phone model, then press Select.
3. Ringtone should be the first or second option in your list. Highlight it and press the Select button.
4. You can listen to all 29 ringtones by scrolling through the list, then selecting Play.
5. When you find the ringtone you like, select Set, then Apply to save the changes on your phone.

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#### Change the Contrast or Brightness of the Display

1. Press the Applications button (icon of a gear/wheel).
2. Use the Navigation Bar to scroll to Preferences or Settings depending upon your phone model, then press Select.
3. Choose Contrast or Brightness.
4. Use the Navigation Bar to increase or decrease the contrast.

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#### Change the Ringer Volume

Use the Volume Bar (- +) to change the volume of the ringer when you are not on an active call, or change the handset volume when you are on an active call.

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#### Adding Speed Dial Numbers

Contact Telecom for help entering speed dial numbers. Send an email to [telecom@brown.edu](mailto:telecom@brown.edu) or call x32007.

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#### Mark a Call as Spam or Block a Number (88xx phones only)

You can use the Mark spam feature to reduce the number of unwanted phone calls that you receive. With this feature, you designate a phone number as either a potentially fraudulent call or as a telemarketer call. If you mark a call as fraudulent, then it is declined and the number is blocked from calling you again. If you mark a call as a telemarketer, then it rings through to you but calls from this number display the label Telemarketer in the Incoming Call Alert and display an icon next to them in Recents.

1. Press the Applications button (icon of a gear/wheel).
2. The first option will be Call History or Recents depending upon your phone model. Press the Select button in the center of the Navigation Bar/Pad.
3. Use the Navigation up/down buttons to highlight the number you wish to mark as spam and , then press the More soft key (3 dots) twice and press the soft key for Mark spam

4. Select Potential fraud or Telemarketer
5. Press the Apply soft key
6. Press the Exit soft key
7. The Spam call list is stored in the Settings menu of your phone.

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- [Phone System Upgrade](#)