



DMVA IP Phone Training

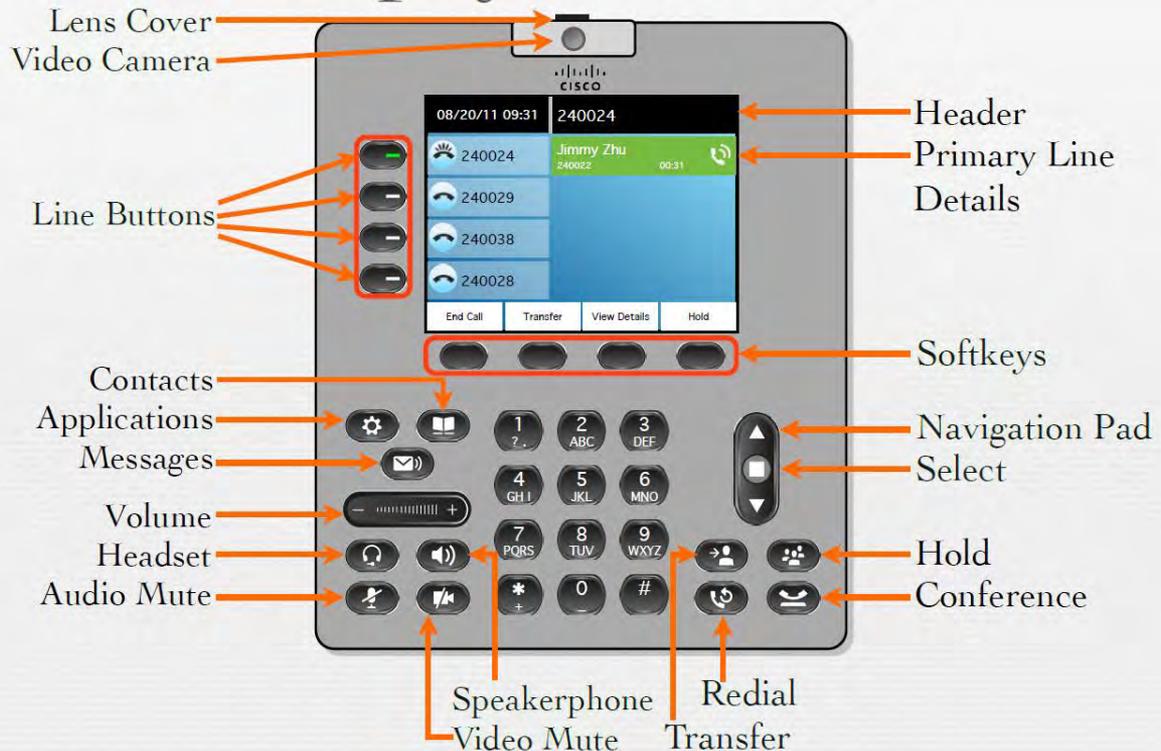
Unified Communications and Collaboration

Lloyd Schroeder Lead UC Engineer

Agenda

- **Display & Buttons**
- **Status Line Indicators**
- **Place a Call**
- **Call Transfer**
- **Conference Call**
- **Call Forward**
- **Directory Access**
- **Voicemail and Enrollment Process**
- **Questions**

Display & Buttons



Line Status Indicators



	Line is in use
	Line is idle
	Line is ringing
	Line is in Do Not Disturb (DND) state
	Call is in Held state
	New Voicemail

Place a Call

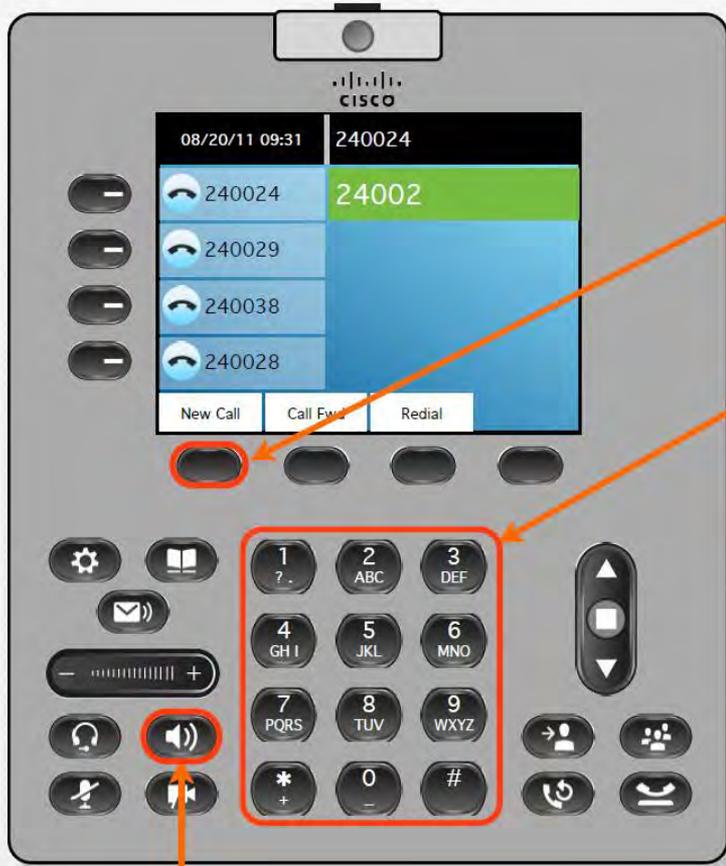
① Lift the handset

OR for Speakerphone
press the **New Call**
softkey

② Dial target number

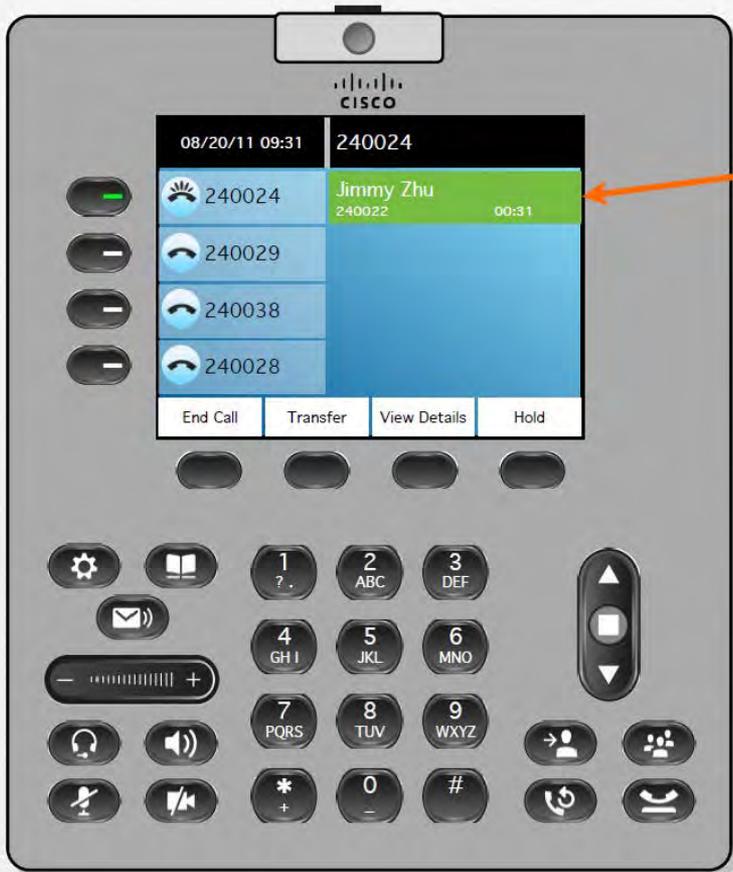
③ Hang up the handset
or press **End Call**
softkey to disconnect

You can also use the
Speakerphone button
during the call



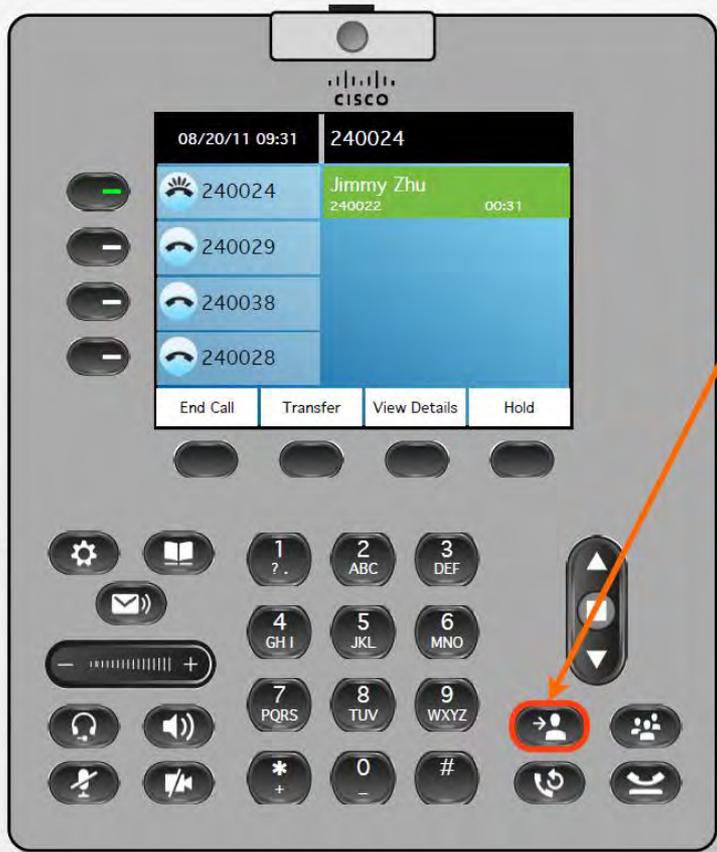
Call Transfer

① Receive call



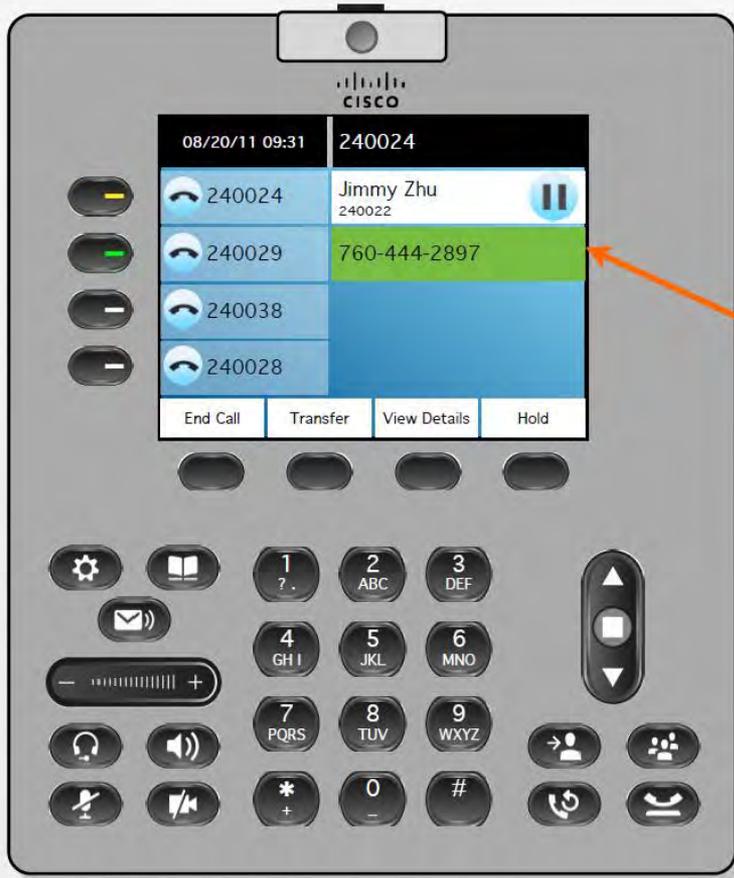
Call Transfer

- 1 Receive call
- 2 Press **Transfer** button

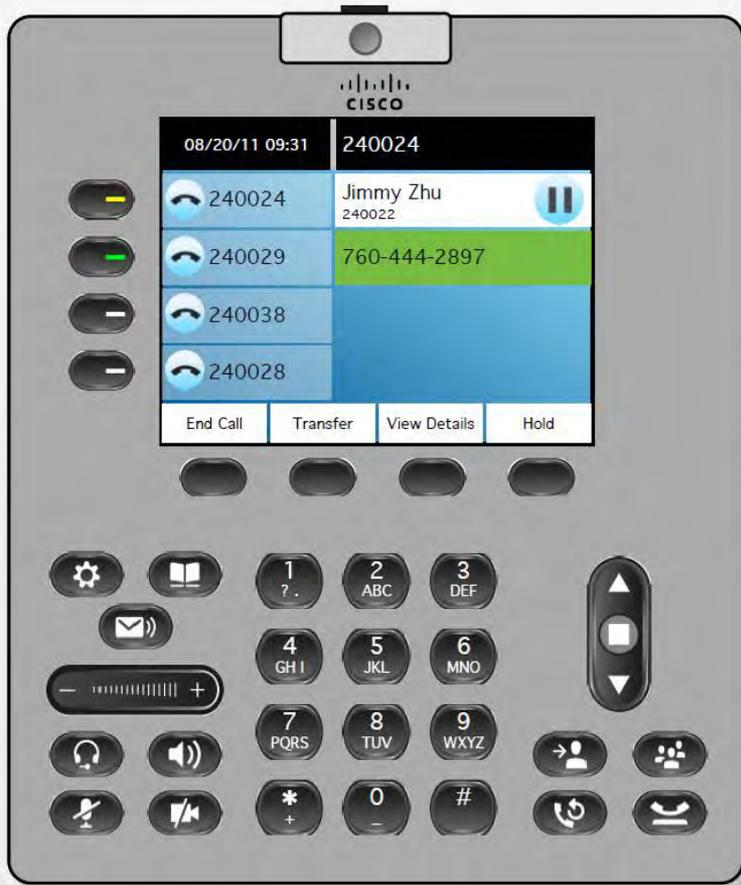


Call Transfer

- 1 Receive call
- 2 Press **Transfer** button
- 3 Dial target number

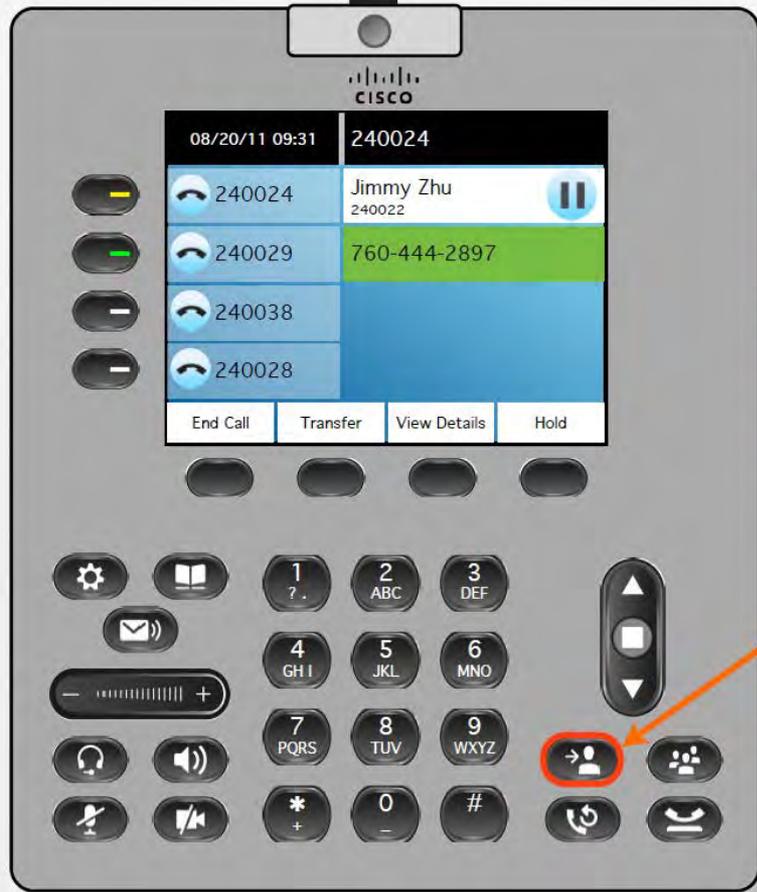


Call Transfer



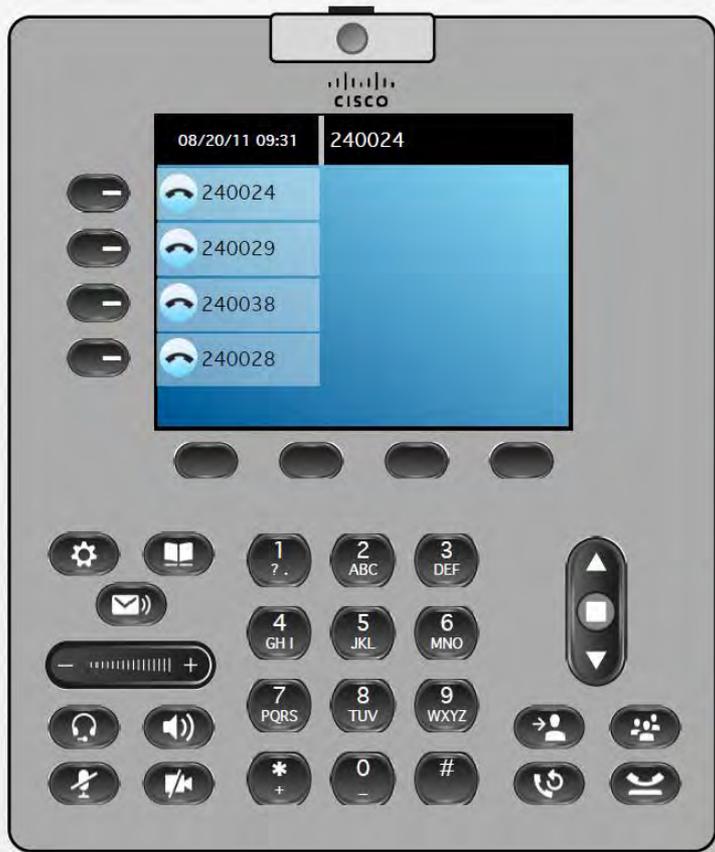
- 1 Receive call
- 2 Press **Transfer** button
- 3 Dial target number
- 4 Announce desire to transfer call

Call Transfer



- 1 Receive call
- 2 Press **Transfer** button
- 3 Dial target number
- 4 Announce desire to transfer call
- 5 Press **Transfer** again

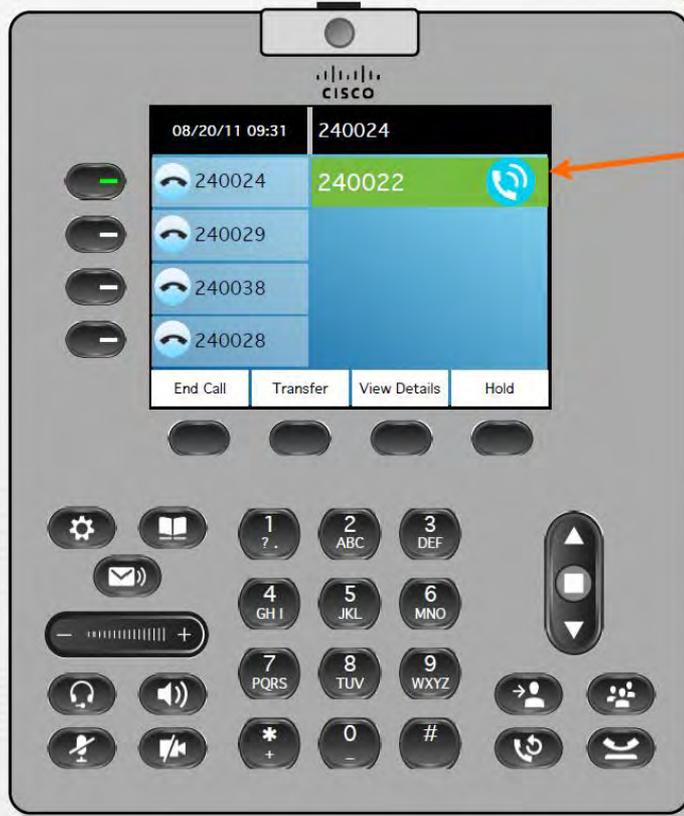
Call Transfer



- 1 Receive call
- 2 Press **Transfer** button
- 3 Dial target number
- 4 Announce desire to transfer call
- 5 Press **Transfer** again
- 6 Transfer complete

You can use the **Corporate Directory & Calls Logs** to select a 3rd party or Target

Conference Call



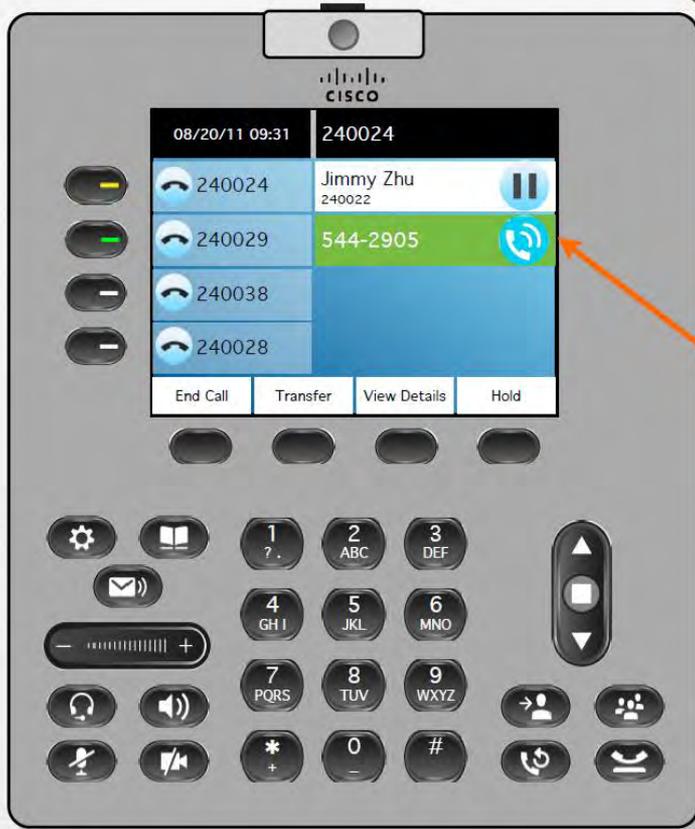
1 Place first call

Conference Call



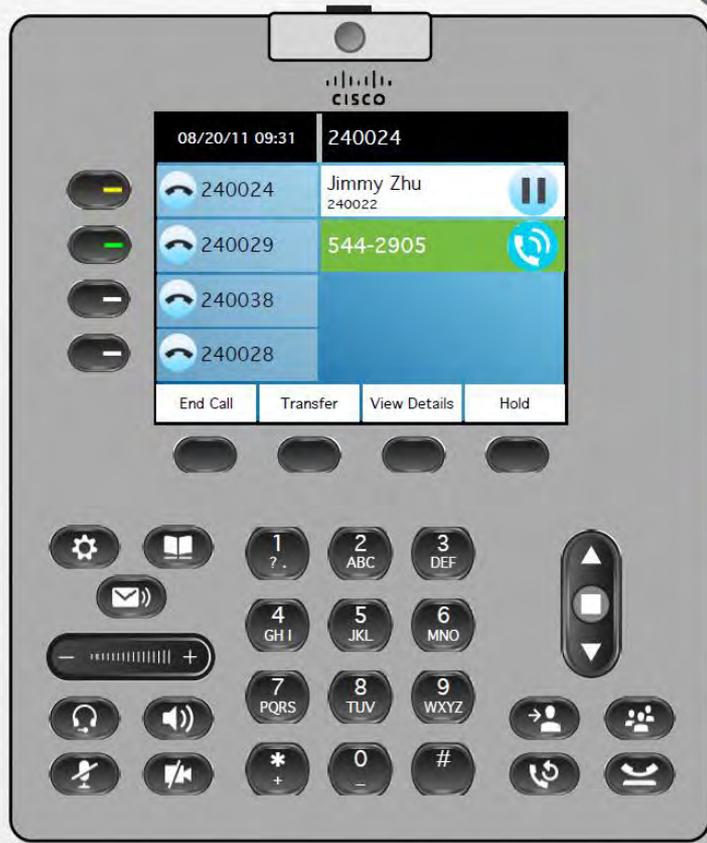
- 1 Place first call
- 2 Press **Conference** button

Conference Call



- 1 Place first call
- 2 Press **Conference** button
- 3 Place second call

Conference Call



- 1 Place first call
- 2 Press **Conference** button
- 3 Place second call
- 4 Wait for party to answer

Conference Call



- 1 Place first call
- 2 Press **Conference** button
- 3 Place second call
- 4 Wait for party to answer
- 5 Press **Conference** button again

Press **Details** softkey to view & remove conferees



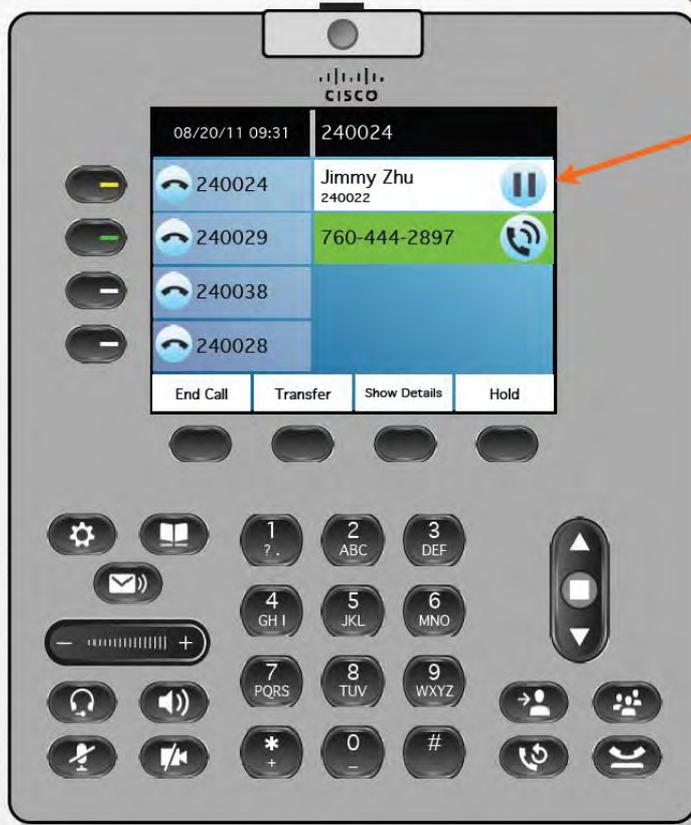
Conference Call

- 1 Place first call
- 2 Press **Conference** button
- 3 Place second call
- 4 Wait for party to answer
- 5 Press **Conference** button again
- 6 To add more parties, repeat steps 2 to 5

Conference Call

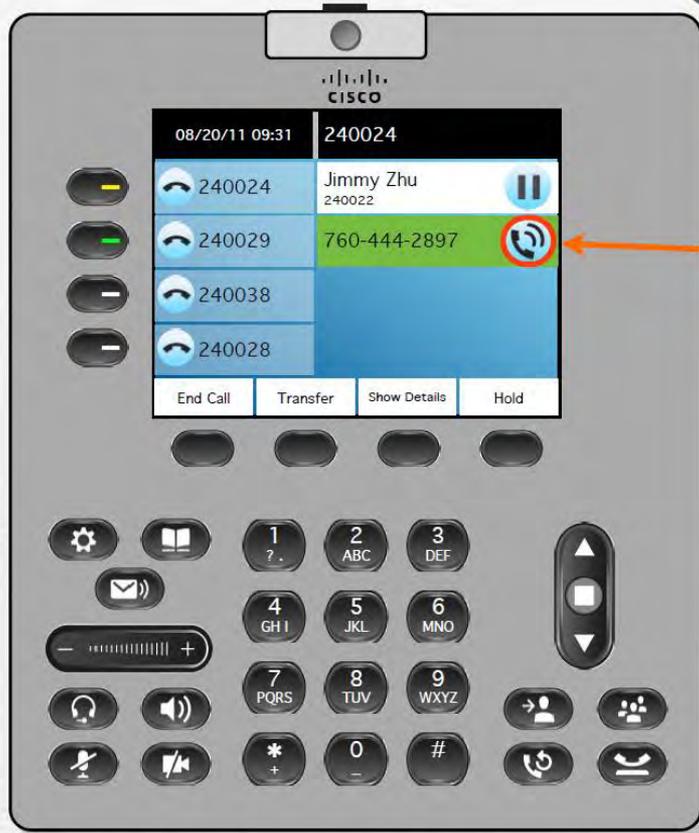
Join Active Sessions

1 Start with 2 connected calls



Conference Call

Join Active Sessions

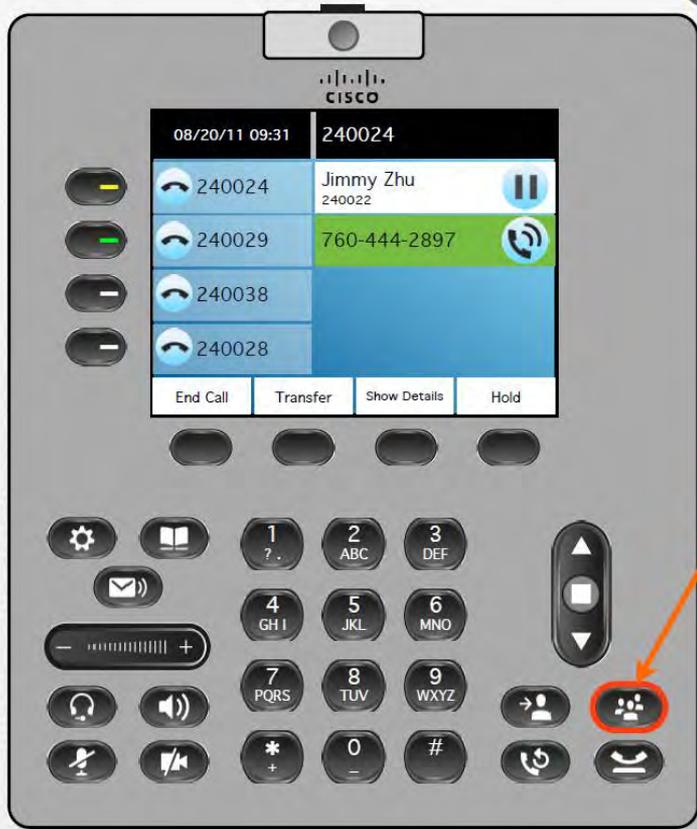


- 1 Start with 2 connected calls
- 2 Make sure that one of the calls is active (not on hold)

Conference Call

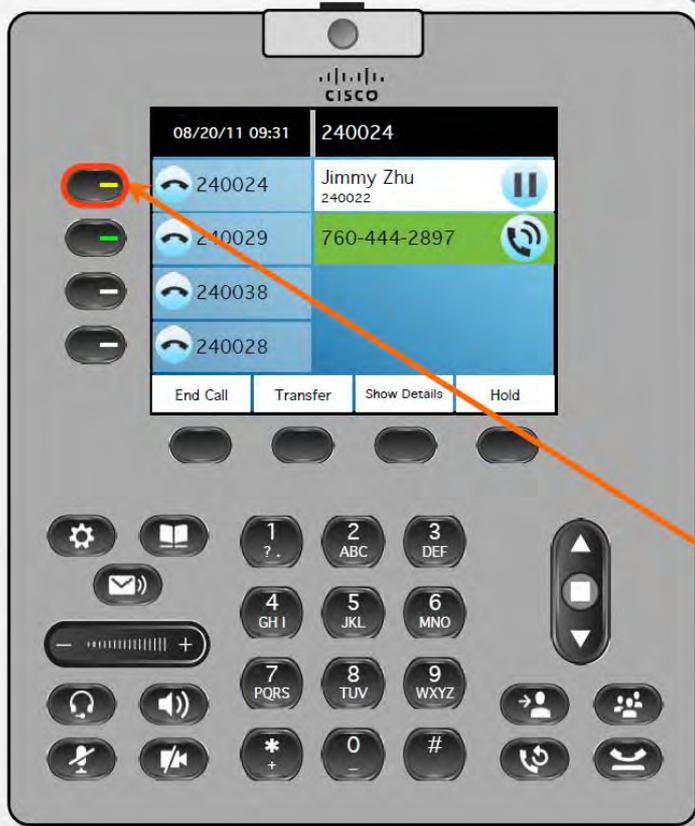
Join Active Sessions

- 1 Start with 2 connected calls
- 2 Make sure that one of the calls is active (not on hold)
- 3 Press **Conference** button



Conference Call

Join Active Sessions



① Start with 2 connected calls

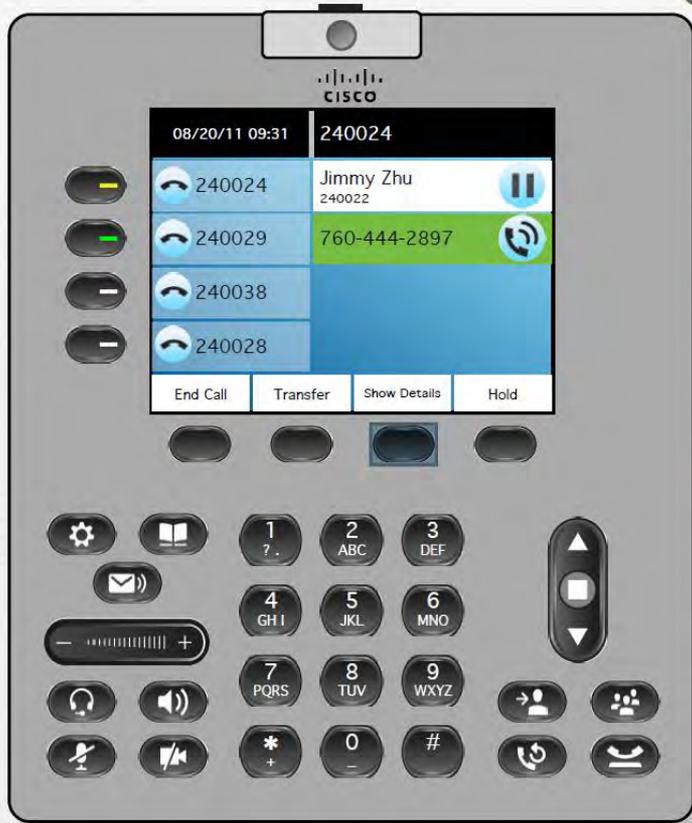
② Make sure that one of the calls is active (not on hold)

③ Press **Conference** button

④ Press the line button for the held call

Conference Call

Join Active Sessions

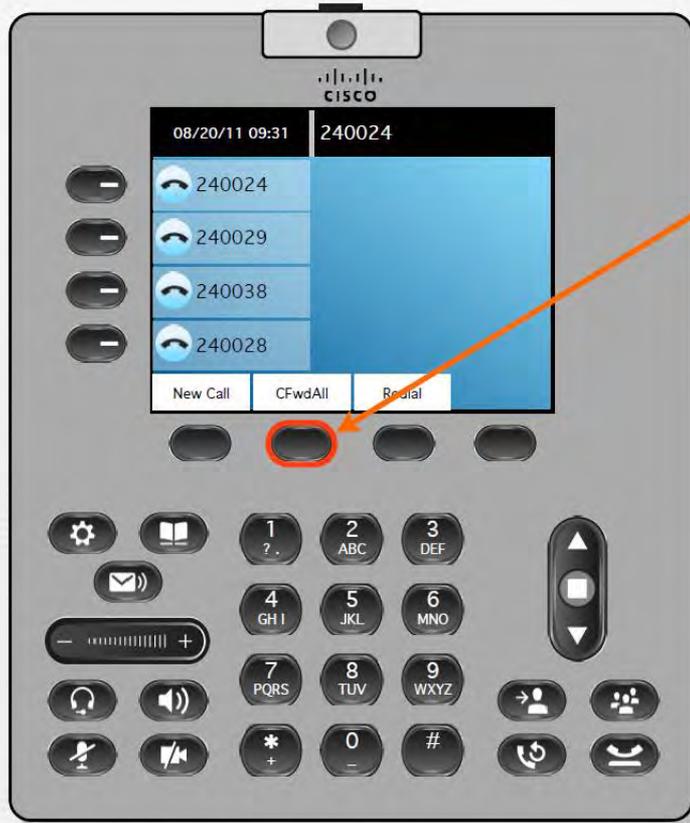


- 1 Start with 2 connected calls
- 2 Make sure that one of the calls is active (not on hold)
- 3 Press **Conference** button
- 4 Press the line button for the held call
- 5 The conference begins

Call Forward

Forward incoming calls
to a 3rd party phone

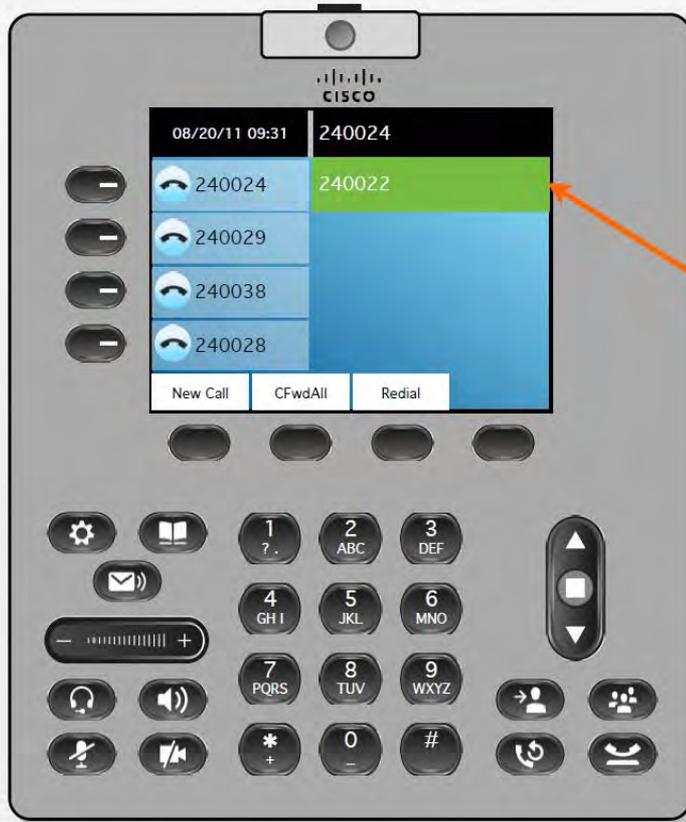
① Press the **CFwdALL**
softkey



Call Forward

Forward incoming calls to a 3rd party phone

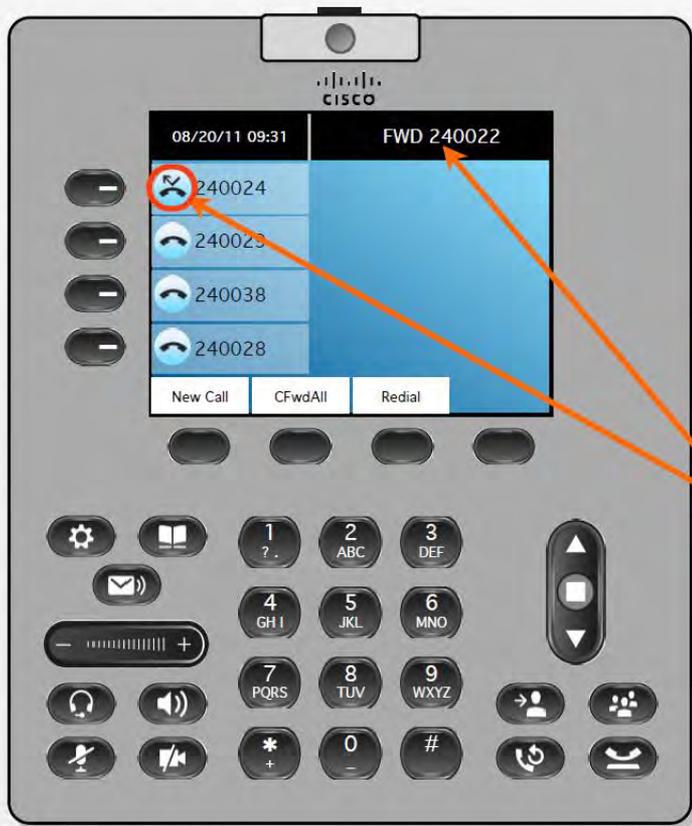
- 1 Press the **CFwdALL** softkey
- 2 Dial target number to which all incoming calls will be forwarded



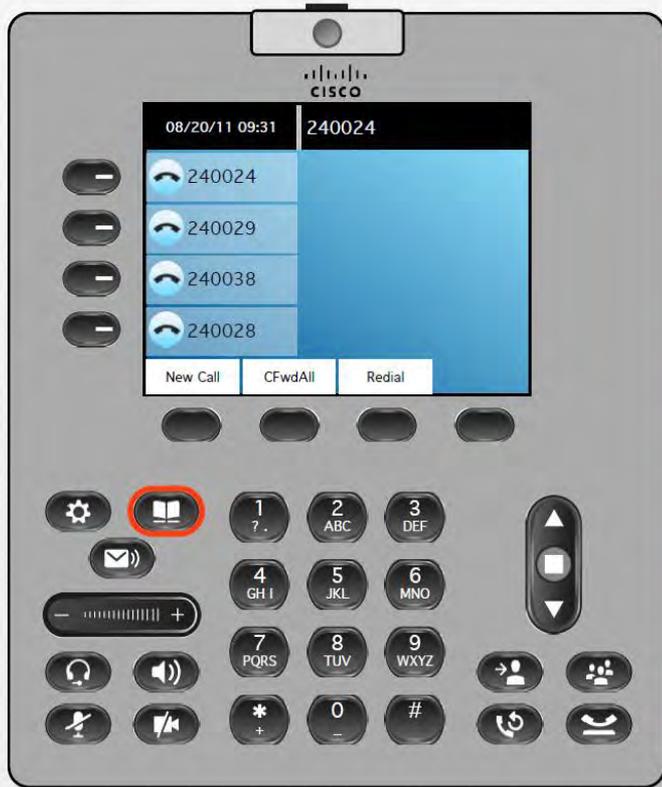
Call Forward

Forward incoming calls to a 3rd party phone

- 1 Press the **CFwdALL** softkey
- 2 Dial target number to which all incoming calls will be forwarded
- 3 All incoming calls forwarded to 3rd party



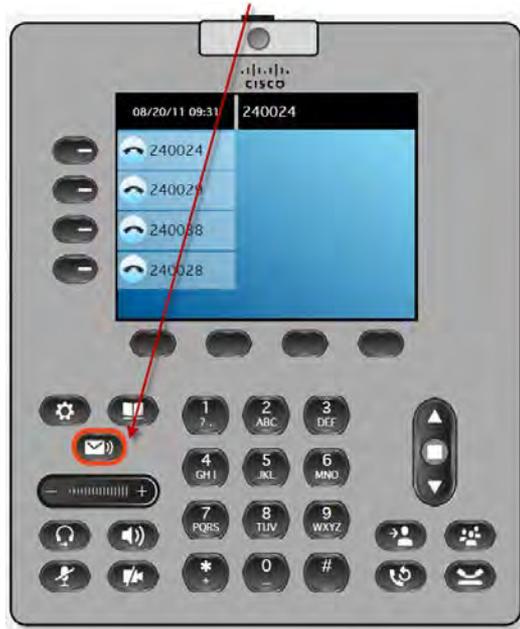
Directory Access



- 1 Press **Contacts**  button
- 2 Use **Navigation**  pad to select **Corporate Directory**
- 3 Enter 1st or last name
- 4 Press **Submit** softkey
- 5 Use **Navigation**  pad to select a contact
- 6 Press **Dial** softkey or the **Select**  button to place the call

VOICEMAIL

- Please see Voicemail Enrollment Process Handout
- Ensure that you enroll right away



QUESTIONS?