

Navigating Your Phone

Display

The display at the top of the phone will provide useful information such as the current date and time, message waiting notification, line details like Caller ID, and menu items.

Scrolling

To scroll through a menu or list, press up or down on the *Navigation* buttons then *Select* using the center button.



A scroll bar on the screen indicates your relative position within a list.

Features

When your phone is off-hook, the center *Select*  button on the navigation bar acts as a feature button. Use this button to access additional features on your phone, such as call forward All and Voicemail.

Dialing

To place a call, pick up the handset and enter a number according to the Harvard Dial Plan.

Internal Dialing:

Any Harvard 5 digit extension
Area code + Harvard phone number
+1+area code + Harvard number
9+1+ area code + Harvard phone number

External Dialing:

9+1 + area code + any number outside Harvard
+1+ area code + any number outside Harvard

Redial the last number

Press the *Redial*  button to redial the last number entered on your phone.

Dial on-hook

1. Enter a number when the phone is idle.
2. Lift the handset or press the *Speakerphone*  button to complete the call.

Answer a Call

New call indicators:

- An animated icon and caller ID
- A flashing red light on your phone

To answer the call, lift the handset, or press the *Speakerphone*  button.

Call Waiting

If you are talking on the phone when you get another call, a message appears briefly on the phone screen. Press the *Hold*  button to place your current call on hold and answer the incoming call. Use *Hold* and the *Navigation* buttons to toggle between active calls.

Hold

Press the *Hold*  button. The hold icon  appears next to the call information in the display.

To resume a call from hold, press the *Hold* button a second time.

Transfer

1. From a connected call (not on hold), press the *Transfer*  button.
2. Enter the transfer recipient's phone number.
3. Press the *Transfer* button immediately to complete a blind transfer, or wait for the recipient to answer and announce the transfer prior to pressing the *Transfer* button to complete the transfer.

Conference

1. From a connected call (not on hold), quickly press and release the hookswitch to get dial tone.
2. Dial the next participant's phone number.
3. Press and release the hookswitch again, quickly, either before or after the party answers. The conference begins.

The conference ends when all participants hang up. To drop the last person added to the conference while maintaining the call with the first participant, press and release the hookswitch again.

Voicemail

When you receive a new voicemail message, you will notice these three message indicators:

- A solid red light on your phone
- Message icon on your phone

Listen to Messages

1. Press the *Features*  button.
2. Use the *Navigation* buttons to select to *Voice Mail Access* in the display.
3. Follow the voice prompts to listen to your messages.

Forward Calls

To forward your calls to another telephone number for coverage, perform the following steps:

1. Press the *Features*  button.
2. Use the *Navigation* buttons to select *Call Forward All* in the display.
3. Listen for the confirmation tone, then enter the number to which you want to forward your calls. A visual confirmation will appear in the display.
4. To cancel Call Forwarding, repeat steps 1 & 2.

Help

For help or to report issues call 5-7777 or email ithelp@harvard.edu.

To access the Harvard Phone Account Portal visit phone.harvard.edu/selfservice.

For additional information visit phone.harvard.edu.

Call History

Call History allows you to view information about the last 50 missed, placed or received calls on your phone.

To view your call history:

1. Press the *Applications*  button.
2. Use the *Navigation* buttons to select *Call History*.
3. Select from the four available categories: *Missed*, *Received*, *Placed*, or *All* calls.
4. Use the *Back* button to return to the *Applications* menu, or press the *Applications* button to close the menu.

Dial from Call History

1. Open your *Call History* using the procedure above.
2. Use the *Navigation* button to highlight the call you wish to dial.
3. With the call highlighted, pick from the following options to dial:
 - Press the *Select* button to dial using speakerphone.
 - Pick up the handset.
 - Press the *Speakerphone* button.



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