Navigating Your Phone

Line Buttons
Line buttons are located on both sides of the phone screen. Buttons not assigned to phone lines can be used for speed-dials and other features.

Softkeys
Softkeys are feature buttons that dynamically change to reflect your current options. Four softkey buttons are located below the phone screen. Press the More (…) softkey when available to reveal additional softkeys.

Scrolling
To scroll through a menu or list, press up or down on the Navigation ring. Press the center of the ring to select the highlighted option.

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

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

External Dialing:
9+1 + area code + any number outside Harvard
+1 + area code + any number outside Harvard

Redial the last number
Press the Redial softkey to redial on your primary line. To redial on a secondary line, press the line button first.

Dial on-hook
1. Enter a number when the phone is idle.
2. Lift the handset or press one of these: a line button, the New Call softkey, the Headset button, the Speakerphone button in the Navigation bar.

Speed dial
Speed dial keys may be configured through the Harvard Phone Account Portal. Browse to phone.harvard.edu/selfservice.

Answer a Call
New call indicators:
- A flashing amber line button
- An animated icon and caller ID
- A flashing red light on your handset

To answer the call, lift the handset. Or, press the flashing amber line button, the Answer softkey, or the unlit Headset or Speakerphone button.

Answer with multiple Lines
If you are talking on the phone while a new call comes in, a message appears briefly on the phone screen. Press the flashing amber line button to answer the second call and put the first call on hold automatically.

Hold
Press the Hold button. The hold icon appears and the line button flashes green.

To resume a call from hold, press the flashing green line button, Resume or Hold.

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 or the Transfer softkey (before or after the recipient answers). The transfer completes.

Conference (up to 4 participants)
1. From a connected call (not on hold), press the Conference button.
2. Make a new call.
3. Press the Conference button or the Conference softkey (before or after the party answers).
4. The conference begins and the phone displays “Conference.”
5. Repeat these steps to add more participants.

The conference ends when either all participants or the initiator of the conference hangs up.

View and Remove Participants
During a conference, press the Details softkey. To remove a participant from the conference, scroll to the participant and press the Remove softkey.
Voicemail
When you receive a new voicemail message, you will notice these message indicators:

- A solid red light on your handset
- “New Voicemail” icon or symbol on your phone display

Listen to Messages
Press the Messages button and follow the voice prompts. To check messages for a specific line, press the line button first.

Divert to Voicemail
Press the Divert softkey when the call is ringing, active, or on hold. Divert sends an individual ringing call directly to your voicemail.

Forward Calls
1. To forward calls on your primary line to another number, press the Fwd All softkey.
2. Enter a phone number (5 digits or 9+11 digits) or press the Messages button to forward all calls to your voicemail.
3. Look for confirmation of the forward on your phone display.
4. To cancel call forwarding, press Fwd Off.

Directories
You can use the Directories to search for and call any colleague by name.

1. Press the Directory button.
2. Using the Select button, choose Harvard Directory.
3. Use your keypad to input search criteria based on Last and First Name.
4. Press the Submit softkey.
5. To dial, scroll to a listing and press the Select softkey.

Call History
To view your call history:

1. Press the Applications button.
2. Select Recents.
3. Select a line to view.
   Your phone displays the last 150 missed, placed and received calls.
4. To view details for a call, scroll to the call and press the More softkey (…), then press Details.
5. To dial from the call history, scroll to a listing, lift the handset, press a line button, or press the Call button. To edit a number before dialing, press the More softkey then EditDial.

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.