








How to Operate your new Skype Phone

Making a Phone Call (4-digit dialing does not work between offices)

1. Pick up the receiver and dial the number on the key pad and select  or wait and the system will dial the number
2. Select the speaker button  and dial the number on the key pad and select  or wait and the system will dial the number




Receiving a Phone Call (3 options)

1. Option 1: Pick up the receiver
2. Option 2: Select the speaker button 
3. Option 3: Select the answer button on the screen 




Rejecting a Phone Call

1. Select the reject button on the screen  and it will go straight to voicemail





Transferring a Call

1. Once you are on a call, select the transfer button on the bottom of the screen  (this puts the caller on hold).
2. Dial the number on the key pad and select  or wait and the system will dial the number, once the party answers, select transfer again  and the call is transferred.

Conference Call

1. Once you are on a call, select the Conference (Confrnc) button on the bottom of the screen  (this does **not** put the caller on hold).
2. Dial the number on the key pad and select  or wait and the system will dial the number, once the party answers, select conference again  and the parties are connected.



Volume Adjustment

1. Ringer Volume: With handset in place and not on a call adjust the ringer volume using the volume key on bottom of the phone (+ for increased volume and – for decreased volume) 
2. Handset Volume: Lift the handset and not on a call adjust the ringer volume using the volume key on bottom of the phone (+ for increased volume and – for decreased volume) 
3. Speaker Volume: With handset in place and not on a call select the speaker button  and adjust the ringer volume using the volume key on bottom of the phone (+ for increased volume and – for decreased volume) 


Forwarding

1. Select the Forward button **FORWARD** on the telephone screen and you are given 4 options:
 - a. Disable Call Forwarding: This is the default and what you will select when you want to turn off options 2, 3, and 4.
 - b. Forward to a Contact: This allows you to forward your calls to another person or your cell phone. Select this option, then either select contact and pick a person from your contact list, or type in a phone number, then select OK
 - c. Forward to Voicemail: Selecting this option allows your calls to go directly to voicemail
 - d. Simultaneously Ring to a Contact: When you select this option, your phone will ring at your desk and on another phone at the same time (either a contact, or a phone number (i.e. your cell phone)).


Voice Mail

1. Select the home button on your phone , then select the Message icon on your screen .
2. Select your message, then select play on the bottom of your screen to listen to you message. Other options are to Call the number, Marks as Unread, and Delete
3. If you select message center it will connect to your voice mail and read your messages to you.


Do Not Disturb

1. The DND button  on the bottom of your screen is for Do Not Disturb. When you select this button, your call will go directly to voicemail.

Muting a call

1. If you want to mute a call, whether you are on the handset or speaker, select the mute button  on the bottom right hand side of your phone. When it is red, the mute is on. Select it again to take the mute off and the red will disappear.

Ending a call

1. To end a call, you can hang up the handset, select the speaker button , or select the End Call button **End Call** on your screen.