

Phone Overview





Place a Call

NOTE: Dial the Area Code and number (ten digits) for all calls, internal and external. You can also dial just seven digits (without the Area Code) if you are placing a call to a number within the same Area Code as you are calling from. For International calls, dial 011 plus the Country Code and number.

1. Lift the handset and dial the number.
2. Dial the number and then lift the handset.
3. Press a speed dial button and then lift the handset.
4. If you have selected a number from a directory, press the **Dial** soft key, and then lift the handset.

Answer a Call

- Lift handset.
- If you are using a headset connected to the phone, press the Headset  button; use your individual headset instructions.
- To use the speakerphone, press the Speakerphone  button.

End a Call

- Hang up.
- If you are using a headset connected to the phone, press the Headset button or the **End** soft key.
- To end a speakerphone call, press the Speaker button or the **End** soft key.

Redial a Number

- Lift handset, press the **Redial** button, use the **Down arrow** to select the appropriate entry and press the **OK** button.
- To use the speakerphone, press the Speakerphone button first, then the **Redial** button.

Hold/Resume a Call

Hold

- While on an active call, press the **Hold** button.

Resume

- While on hold, press the **Resume** soft key.
- To retrieve a call on multiple lines, press the line button of the line you want to pick up.

Transfer a Call

1. While on a call, press the **BXfer** soft key.
2. Enter the “transfer to” number and press the **Trans** soft key to transfer the call. You will be disconnected from the call.

Send to Voice Mail

- While receiving a call, press the **To VM** soft key to send the call directly to voice mail.

Start a 3-Way Conference Call


1. During a call, press the **Conf** soft key to open a new line and put the first caller on hold.
2. Enter the number of the next person and press the **Dial** soft key.
3. When the call connects, press the **Conf** soft key again to add the new party to the existing call.

Forward Your Phone

NOTE: Unanswered forwarded calls will go to the voice mail box of the user you forwarded your calls to.

1. Press the **Forward** soft key on your phone.
2. Use the **Down arrow** to select “Forward to a Number” and press the **OK** button.
3. Enter in the number you wish to forward to (ten digits). The **Forward** soft key will be highlighted.
4. To remove call forwarding, press the **Forward** soft key on your phone, use the **Up arrow** to select “Do not forward calls” and press the **OK** button. The **Forward** soft key will no longer be highlighted.

Access Voice Mail

1. Press the  (Voice Mail) button on your phone.
2. Follow the prompts.

Further Voice Mail instructions / help can be found at:
<https://support.office.com/en-ie/article/Check-Skype-for-Business-voicemail-and-options-2deea7f8-831f-4e85-a0d4-b34da55945a8?ui=en-US&rs=en-IE&ad=IE>

Access Voice Mail Remotely

1. From an external phone, call your full State phone number.
2. Once you reach the voice mail greeting, press the * (star) button using your number pad.
3. Enter your voice mail PIN when prompted and press # to continue.

You will now be in the voice mail system. Follow the prompts to manage your voice mail.

View Missed Calls


1. Press the **Missed** soft key on your phone.
2. Use the **Up/Down arrows** to scroll through your missed calls.
3. To return the call, highlight the user you wish to call and press the **Dial** soft key.

Favorite Contacts

1. Press the **Contacts** button on your phone.
- The users listed in your Skype for Business Favorite Contacts list will be listed on the phone.
2. Use the **Up/Down arrows** to scroll through the list and select the specific user you would like to call.
 3. Press the **Dial** soft key to place a call to that user.



Corporate Directory

1. Press the **Contacts** button on your phone, then press the  soft key.
2. Select “Corporate Directory” and press the **OK** button.
3. Using the number pad, enter the last name of the person you wish to call. You do not need to type in the entire name but the more letters you enter, the shorter the list will be.
4. Use the **Up/Down arrows** to scroll through the list and select the specific user you would like to call.
5. Press the **Dial** soft key to place a call to that user.

Change Your Presence Status

1. Press the **Status** soft key.
2. Use the **Up/Down arrows** to select the presence status you would like and press the **Select** soft key to activate.

The new status will be displayed on the screen.

3. Select “Reset” to set your status back to default.

Audio Codes 405HD IP Phone



Need assistance? Contact the DOA Help Desk
 608.267-6930 or DOAHelpdesk@wi.gov