

Performing a Consultative Transfer - To perform a consultative transfer:

1. Steve asks you – Donald - to transfer him to Hilary. Press the **3 bar** softkey and then scroll down to select Consultation transfer. Donald is put on hold and Music on Hold is played to him. You hear a dial tone and the TRANSFER TO field opens.
2. Enter Hilary's number as shown above and press the **Dial** softkey; Hilary's phone rings and Hilary answers:
3. *Consult with Hilary* and then press the **Trans.** softkey; Donald is transferred to Hilary.



Establish a 3-way Conference Call - To establish a conf. call

1. Call while in a call with Steve, you (Donald) decide you want to add Hilary to the conversation. Press the **3 bar** softkey and then select **New Call**.
2. In the New Call field, enter Hilary's number and press the now-enabled **Dial** softkey; Hilary's phone rings.
3. When Hilary answers, press the **3 bar** softkey and then select Merge Calls; all three of you are now in the conversation.



PIN Login: - PIN authorization

1. Press the Sign In button.
2. Select the PIN code option and press the Select button.
3. Enter the last 5 digits of your assigned phone number.
4. Push the down arrow to select Pin code.
5. Enter the provided PIN code that was sent through email.
6. Push the Sign in button.

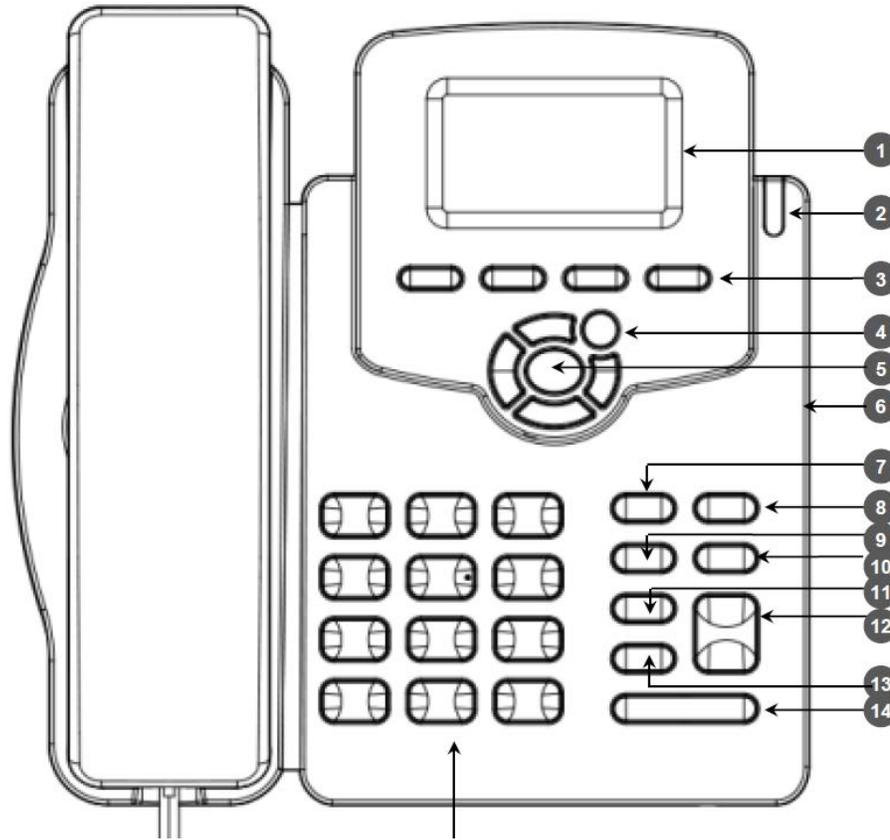
Resetting your Pin:

1. Navigate to <https://dialin.ucf.edu/>
2. Select "Sign In" near the center of the page
3. Choose your preferred language and select "Sign In" again
4. Find the "Reset your PIN" option near the center of the page
5. Enter your new pin and confirm it, then select "OK"
6. Your new PIN is now set.

Notices:

Dialing Outbound: When Dialing outbound with Skype for Business Services you are no longer required to Dial 9 prior to dialing a number. You may now just dial the full number as standard.

Location information False alarm: Skype for business generates your location for e911 purposes via the network. Due to random network blips or other interruptions your phone may alert you that it does not have your current location; if this occurs you may dismiss this prompt if you have not moved your phone recently, otherwise please submit a ticket to Unified Communications to fix this.



Item #	Label/Name	Description
1	Screen	LCD (Liquid Crystal Display) - interactive screen displaying calling information, enabling you to set up phone features.
2	Ring LED	Flashing green light indicates an incoming call.
3	Softkeys	See Section 3.2 on page 18 for details on the four softkeys and the available functions they offer.
4	MENU	Accesses menus (1) Call Log (2) Calendar (3) Speed Dial (4) Settings (5) Device Status (6) Administration (7) Favorites (8) Log upload.
5	Navigation Control / OK	Press the upper rim to scroll up menus/items in the screen. Press its lower rim to scroll down. Press its left or right rim to move the cursor left or right (when editing a contact number for example). Press the OK button to select a menu/item/option.
6	USB port	[On the side of the phone] Allows USB headset connectivity
7	VOICE MAIL	Retrieves voice mail messages.
8	CONTACTS	Press to directly access the 'Favorites' directory. Other directories can be accessed from the 'Favorites' directory.
9	REDIAL	Accesses recently dialed numbers; one can be selected to redial.
10	HOLD	Places an active call on hold.
11	HEADSET	Activates a call using an external headset.
12	SPEAKER	Activates the speaker, allowing a hands-free conversation.
13	MUTE	Mutes a call.
14	▲ VOL VOL ▼	Increases or decreases the volume of the handset, headset, speaker, ring tone and call progress tones.
15	Alphanumerical Keypad	Keys for entering numbers, letters and symbols (e.g., colons).