Caudiocodes 440HD Guide

UCF IT Support Center

Hours of Operation: 7 AM - 10 PM

Main Phone: (407) 823-5117

Email: servicedesk@ucf.edu

TRANSFER TO...

Editing a Speed Dial - To edit a Speed Dial:

- 1. Long-press the Function Key defined as a Speed Dial (the right bar of the phone) the Function Key# screen is displayed.
- 2. In the 'Number' field, edit by pressing the Clear softkey to delete digits. Enter the phone number or extension you would like to create a speed dial for.

Performing a Consultative Transfer - To perform a consultative transfer:

- In a call with Bryant, he asks you (James) to transfer him to Jordan. Press the 1. TRANSFER key on the phone; James 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 Jordan's number as shown above and press the **Dial** softkey; Jordan's phone rings and Jordan answers:
- 3. Consult with Jordan and then press the Trans. softkey; Jordan is transferred to Bryant.

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

- Call participant 1 (Tomer) and press the Conf softkey; the CONFERENCE 1. WITH screen is displayed
- 2. Enter the number of participant 2 (Mike) and press the Dial softkey that's enabled after entering the first digit; Mike's phone rings and then Mike answers:
- 3. Press the **Conf** softkey; a 3-way conference call is established and the numbers (or names) of all participants are displayed on the screen:
- 4. To end the conference call, hang up the phone or press the **End** softkey.

TALKING TO CONFERENCE WITH ... CONFERENCE WITH 5410 +97239765410 Press 'Conf' to join conference 😒 🔲 Cancel Clear Cancel CONFERENCE 0:03 +97239765162 +97239765410 Ю

PIN Login: - PIN authorization

- Press the Sign In button.
- 2. Select the PIN code option and press the Select button.
- Enter the last 5 digits of your assigned phone number. 3.

Push the down arrow to select Pin code. 4.

End

- 5. Enter the provided PIN code that was sent through email.
- 6. Push the Sign in button.

- **Resetting your Pin:**
- Navigate to https://dialin.ucf.edu/ 1.
- Select "Sign In" near the center of the page 2.
- Choose your preferred language and select "Sign In" again 3.

- Find the "Reset your PIN" option near the center of the page 4.
- Enter your new pin and confirm it, then select "OK" 5.
- Your new PIN is now set. 6.



TRANSFER TO...

Press the Save softkey to save the edit.

60:53



Item #	Label/Name	Description
1	Ring LED	Flashing blue light visually indicates an incoming call.
2	Speed Dial & BLF	Twelve Speed Dial buttons to quickly call the contact whose name is displayed adjacent to it. You can configure these speed dial buttons with Busy Lamp Field (BLF) functionality. On the 440HD phone, a dedicated electronic screen displays contacts' names. On the 430HD phone, you can attach to a paper strip handwritten contacts' names.
3	LCD	Liquid Crystal Display. Interactive screen displaying calling information, letting you to configure phone features.
4	Softkeys	See Section 3.2 on page 18 for details on the four softkeys and the available functions they offer.
5	Navigation Control / OK	Press the upper rim to scroll up menus/items in the LCD display 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	Voicemail	Retrieves voicemail messages.
7	CONTACTS	Press to directly access the Personal directory and Corporate directory.
8	MENU	Accesses menus (1) Call Log (2) Directory (3) Speed Dial (4) Settings (5)
		Status (6) Administration.
Item #	Label/Name	Status (6) Administration. Description
Item #	Label/Name REDIAL	Status (6) Administration. Description Accesses a list of recently dialed numbers; one can be selected to redial.
Item # 9 10	Label/Name REDIAL Kensington lock	Description Accesses a list of recently dialed numbers; one can be selected to redial. Allows locking the device.
Item # 9 10 11	Label/Name REDIAL Kensington lock TRANSFER	Description Accesses a list of recently dialed numbers; one can be selected to redial. Allows locking the device. Transfers a call.
ltem # 9 10 11 12	Label/Name REDIAL Kensington lock TRANSFER HOLD	Description Accesses a list of recently dialed numbers; one can be selected to redial. Allows locking the device. Transfers a call. Places an active call on hold.
Item # 9 10 11 12 13	Label/Name REDIAL Kensington lock TRANSFER HOLD Alphanumerical Keypad	Description Accesses a list of recently dialed numbers; one can be selected to redial. Allows locking the device. Transfers a call. Places an active call on hold. Keys for entering numbers, alphabetical letters and symbols (e.g., colons)
Item # 9 10 11 12 13 14	Label/Name REDIAL Kensington lock TRANSFER HOLD Alphanumerical Keypad Microphone	Description Accesses a list of recently dialed numbers; one can be selected to redial. Allows locking the device. Transfers a call. Places an active call on hold. Keys for entering numbers, alphabetical letters and symbols (e.g., colons) Allows talking and listening. IT managers can disable it if required.
ltem # 9 10 11 12 13 14 15	Label/Name REDIAL Kensington lock TRANSFER HOLD Alphanumerical Keypad Microphone SPEAKER	Description Accesses a list of recently dialed numbers; one can be selected to redial. Allows locking the device. Transfers a call. Places an active call on hold. Keys for entering numbers, alphabetical letters and symbols (e.g., colons) Allows talking and listening. IT managers can disable it if required. Activates the speakerphone, allowing a hands-free conversation.
Item # 9 10 11 12 13 14 15 16	Label/Name REDIAL Kensington lock TRANSFER HOLD Alphanumerical Keypad Microphone SPEAKER HEADSET	Description Accesses a list of recently dialed numbers; one can be selected to redial. Allows locking the device. Transfers a call. Places an active call on hold. Keys for entering numbers, alphabetical letters and symbols (e.g., colons) Allows talking and listening. IT managers can disable it if required. Activates the speakerphone, allowing a hands-free conversation. Activates a call using an external headset.
ltem # 9 10 11 12 13 13 14 15 16 17	Label/Name REDIAL Kensington lock TRANSFER HOLD Alphanumerical Keypad Microphone SPEAKER HEADSET MUTE	Description Accesses a list of recently dialed numbers; one can be selected to redial. Allows locking the device. Transfers a call. Places an active call on hold. Keys for entering numbers, alphabetical letters and symbols (e.g., colons) Allows talking and listening. IT managers can disable it if required. Activates the speakerphone, allowing a hands-free conversation. Activates a call using an external headset. Mutes a call.
Item # 9 10 11 12 13 14 15 16 17 18	Label/Name REDIAL Kensington lock TRANSFER HOLD Alphanumerical Keypad Microphone SPEAKER HEADSET MUTE ▲ VOL ▼ VOL	Description Accesses a list of recently dialed numbers; one can be selected to redial. Allows locking the device. Transfers a call. Places an active call on hold. Keys for entering numbers, alphabetical letters and symbols (e.g., colons) Allows talking and listening. IT managers can disable it if required. Activates the speakerphone, allowing a hands-free conversation. Activates a call. Increases or decreases the volume of the handset, headset, speakerphone, ring tone and call progress tones.
Item # 9 10 11 12 13 14 15 16 17 18 19	Label/Name REDIAL Kensington lock TRANSFER HOLD Alphanumerical Keypad Microphone SPEAKER HEADSET MUTE A VOL VOL X	Description Accesses a list of recently dialed numbers; one can be selected to redial. Allows locking the device. Transfers a call. Places an active call on hold. Keys for entering numbers, alphabetical letters and symbols (e.g., colons) Allows talking and listening. IT managers can disable it if required. Activates the speakerphone, allowing a hands-free conversation. Activates a call Increases or decreases the volume of the handset, headset, speakerphone, ring tone and call progress tones. Cancel an action, such as dialing a number, after beginning it.