



HOW TO USE IP

PHONE

FOR UTeM UC

IN THIS GUIDE

TOPIC PROVIDED IN THIS GUIDE INCLUDE :

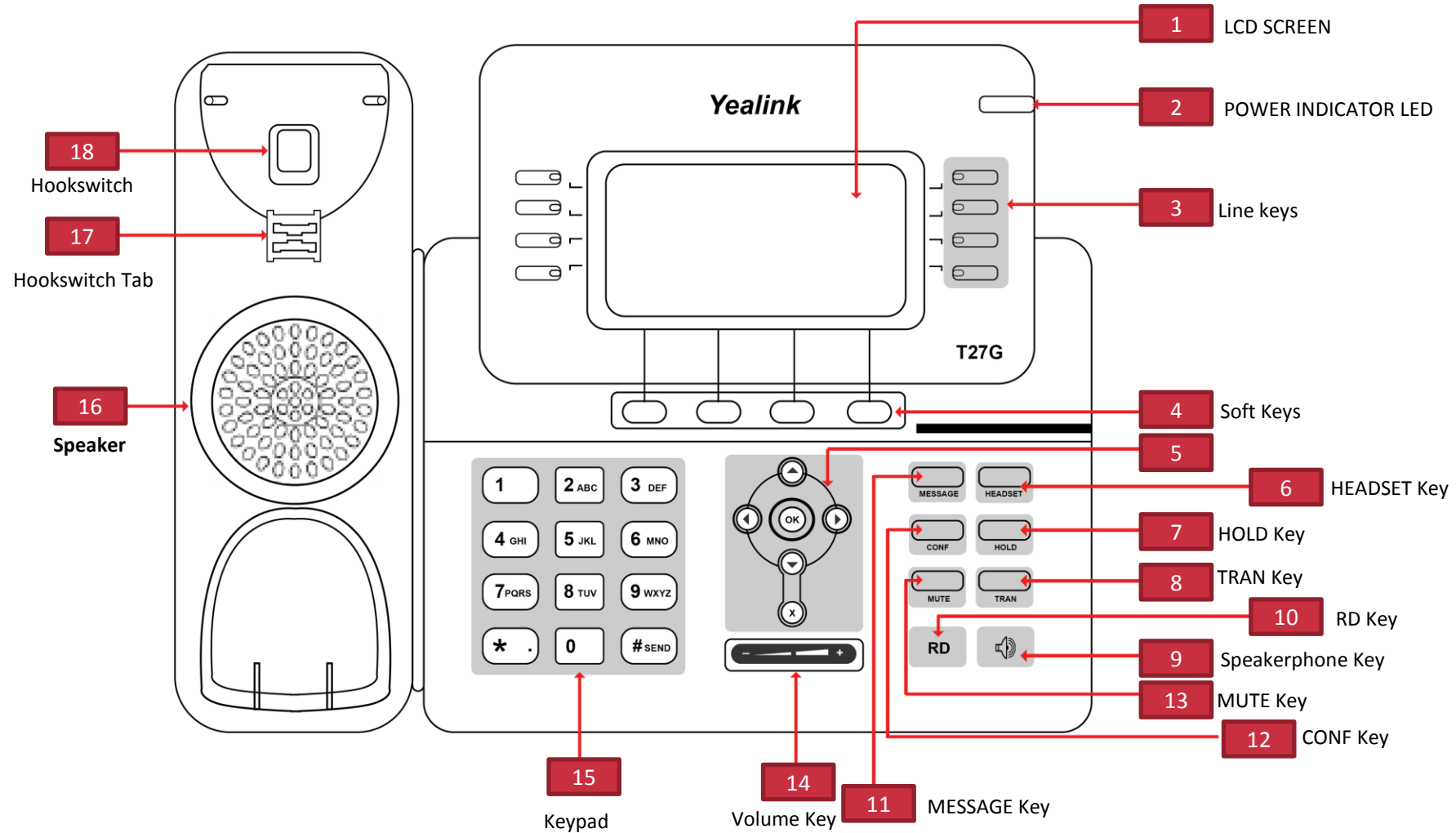
- Overview
- Call Features

OVERVIEW



OVERVIEW

HARDWARE COMPONENT INSTRUCTIONS



1 . LCD SCREEN

Shows information about calls, messages, soft keys, time, date and other relevant data:

- Default account
- Call information-caller ID, call duration
- Icons (for example, DND)
- Missed call text or second incoming caller information
- Prompt text (for example, “Saving config file!”)
- Time and date



2 . POWER INDICATOR LED

Indicates phone power and feature statuses

- Receives an incoming call – Fast flashing
- Receives a voice mail or text message – Slowly flashing



3 . Line keys

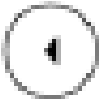
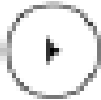
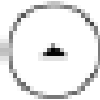
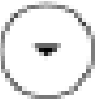
Use these keys to activate up to six accounts and assign various features.



4 . Soft Keys

Label automatically to identify their context-sensitive features.



5 .    

Scroll through the displayed information.



Confirms actions or answers incoming calls.



Cancel actions or rejects incoming calls.



6 . HEADSET Key

Toggles and indicates the headset mode.



7 . HOLD Key

Places a call on hold or resumes a held call.



8 . TRAN Key

Transfers a call to another party.



9 . Speakerphone Key

Toggles the hands-free speakerphone mode.



10 . RD Key

Redials a previously dialed number.



11 . MESSAGE Key

Indicates and accesses voice mails.



12 . CONF Key

Conducts a conference call with multiple other parties.



13 . MUTE Key

Mutes or un-mutes an active call.



14 . Volume Key

Adjusts the volume of the handset, headset, speaker or ringer.



15 . Keypad

Provides the digits, letters and special characters in context-sensitive applications.



16 . Speaker

Provides hands-free (speakerphone) audio output.



17 . Hookswitch Tab

Secures the handset in the handset cradle when the IP Phone is mounted vertically.



18 . Hookswitch














Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line, laying the handset down on the handset cradle, the phone disconnects from the line.











ICON INSTRUCTIONS

Feature Status Icons






Icons	
	Network is unavailable
	Hands-free speakerphone mode
	Handset mode
	Headset mode
	Voice Mail
	Text Message
	Auto Answer
	Do Not Disturb (DND)
	Keep Mute
	Ringer volume is 0
	Phone Lock
	Missed Calls
	Call Forward

Line Key Icons





Icons	
	The private line registers successfully
	The shared/bridged line registers successfully
	Registering
	Register failed
	DND is enabled on this line
	Call forward is enabled on this line

Other Icons

Associated with call recording

Icon	
	Recording box is full
	A call cannot be recorded
	Recording starts successfully
	Recording cannot be started
	Recording cannot be stopped

Associated with call history

Icon	
	Received Calls
	Placed Calls
	Missed Calls
	Forwarded Calls

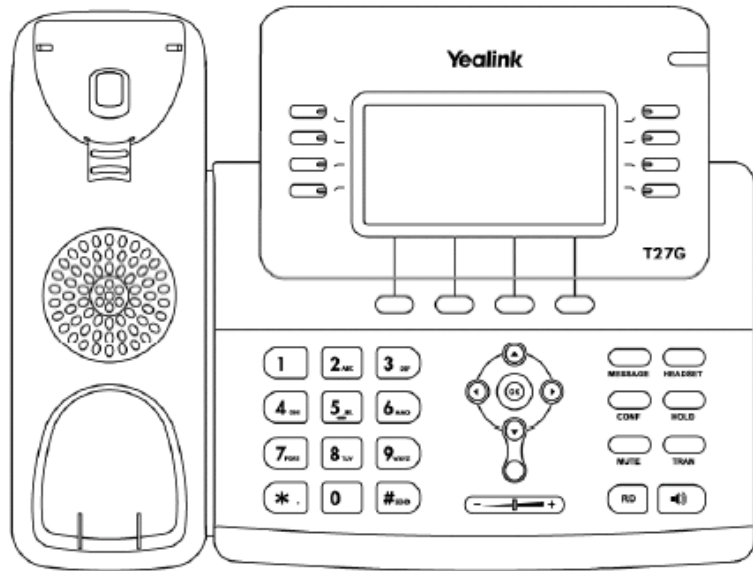
Associated with call history

Icon	
	The contact icon

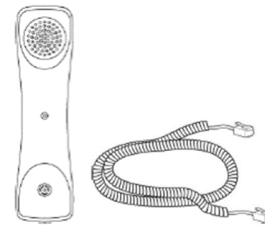
PACKAGE CONTENTS

The following components are included in your SIP-T27G IP phone package:

SIP-T27G IP Phone



Handset & Handset Cord



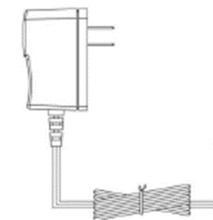
Ethernet Cable



Phone Stand



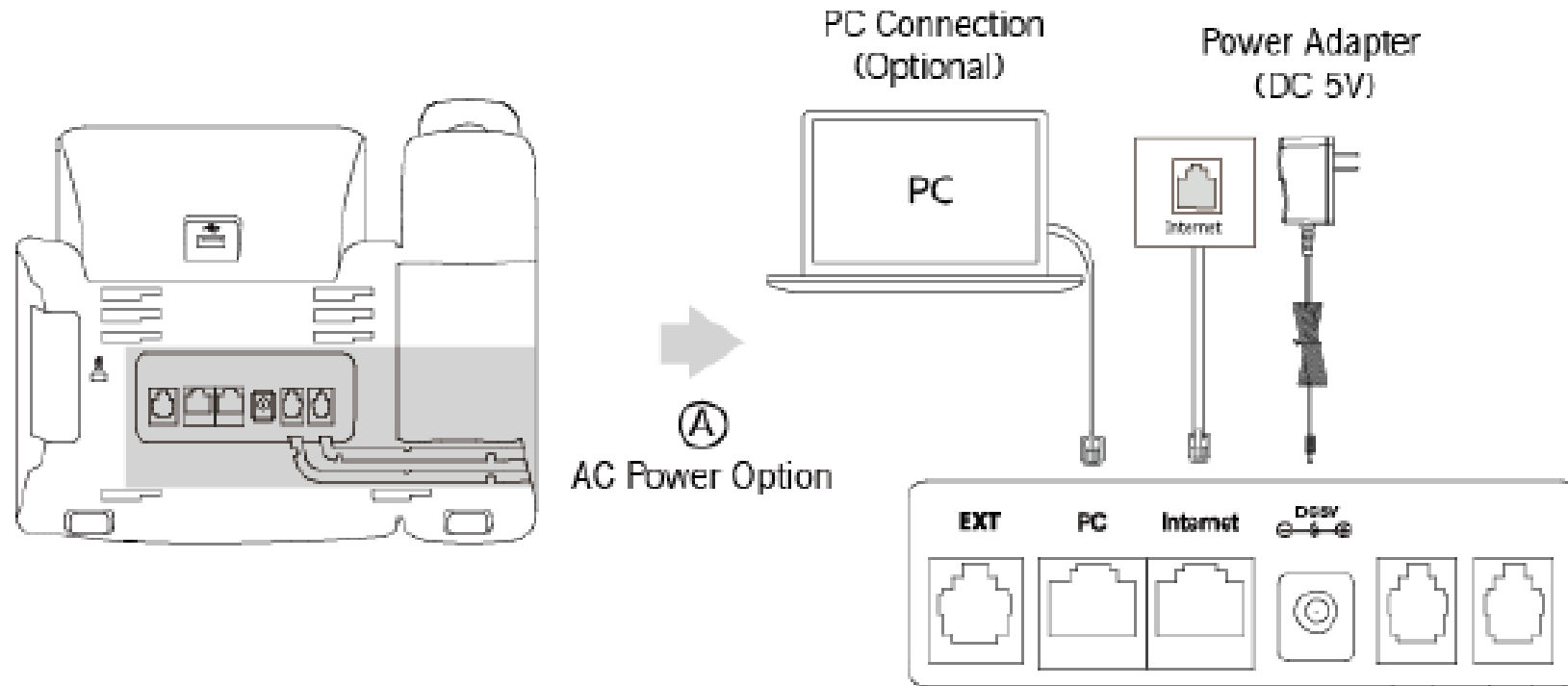
Power Adapter (5.5mm DC plug)





PHONE INSTALLATION

PORT CONNECTION :







CALL FEATURES



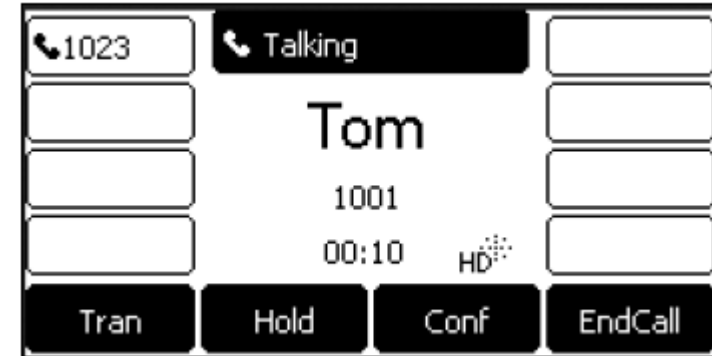
PLACING CALLS

Placing Calls

To place a call using the handset:

1. Pick up the handset.
2. Enter the desired number using the keypad.
3. Press ,  or the **Send** soft key.







The # key is configured as a send key by default.



Placing Calls

To place a call using the hands-free speakerphone mode:

Do one of the following:

- With the handset on-hook, press  or the line key to obtain a dial tone.
 - Enter the desired number using the keypad.
 - Press  ,  or the **Send** soft key.
- With the handset on-hook, enter the desired number using the keypad.
 - Press  ,  ,  or the **Send** soft key.

The # key is configured as a send key by default.



ANSWERING CALLS

Answering When Not in Another Call


Call duration and destination will always appear on the LCD screen for the active call.

To answer a call using the handset:

- Pick up the handset.



To answer a call using the hands-free speakerphone mode:

Do one of the following:

- Press .
- With the handset on-hook and the headset mode deactivated, press the **Answer** soft key

Answering When in Another Call

If you have an active call, and an incoming call arrives on the phone, do one of the following:





- Press the **Answer** soft key.
The incoming call is answered and the original call is placed on hold.
- Press  to access the new call.
Press  or the **Answer** soft key.
The incoming call is answered and the original call is placed on hold.



ENDING CALLS

To end a call:

Do one of the following:

- If you are using the handset, press , the **EndCall** soft key or hang up the handset.
- If you are using the headset, press  or the **EndCall** soft key.
- If you are using the speakerphone, press ,  or the **EndCall** soft key

When a call is placed on hold, you cannot press  to end it. You should press the **Resume** soft key to resume the call, and then press  to end it.





REDIALING NUMBERS



To redial the last dialed number from your phone:

1. Press  twice.
A call to your last dialed number is attempted.

To redial a previously dialed number from your phone:



1. Press  when the phone is idle.
2. Press  or  to select the desired entry from the placed calls list, and then press  or the **Send** soft key.

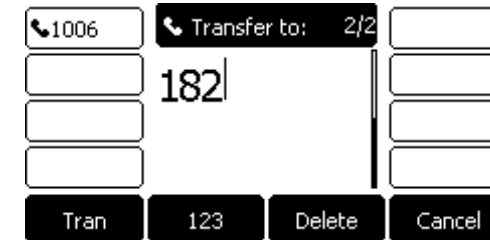


CALLS TRANSFER

Blind Transfer





To perform a blind transfer during a call:

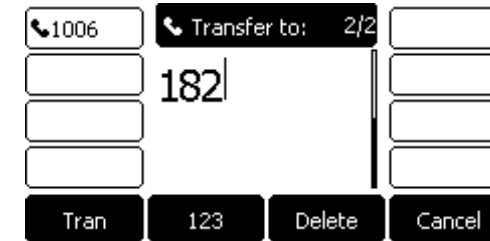
- Press  or the Tran soft key during a call.
- Enter the number you want to transfer the call to.
- Press  or the **Tran** soft key to complete the transfer.



Attendant Transfer

To perform an attended transfer:





- Press  or the Tran soft key during a call.
- Enter the number you want to transfer the call to.
Press  or  to dial out.
- After the party answers the call, press  or the **Tran** soft key to complete the transfer.







CONFERENCE CALLS







To set up a local conference call:

- Place a call to the first party.
- When the first party answers the call, press  or the **Conf** soft key to place a new call. The active call is placed on hold.
- Enter the number of the second party and then press  ,  , or the **Send** soft key.
- When the second party answers the call, press  or the **Conf** soft key again to join all parties in the conference.

During the conference call, you can do the following actions:


- Press  or the **Hold** soft key to place the conference on hold.
- Press the **Split** soft key to split the conference call into two individual calls on hold.
- Press the **Manage** soft key, and then press  or  to select the desired party:
 - Press the **FarMute** soft key to mute the party. The muted party can hear everyone, but no one can hear the muted party.
 - Press the **Remove** soft key to remove the party from the conference call.
 - Press the **NewCall** soft key to place a new call.
 - Press the **Back** soft key to return to the previous screen.
- Press  to mute the conference call, all other participants can hear each other, but they cannot hear you.
- Press the **EndCall** soft key to drop the conference call.

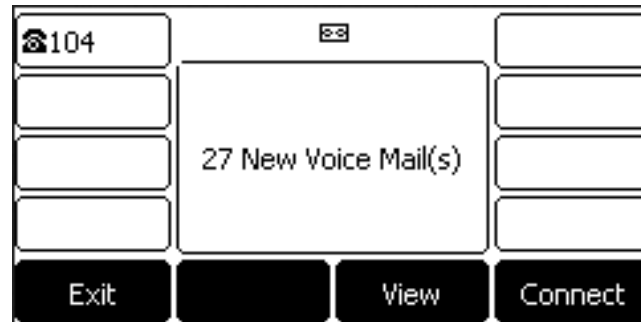
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VOICEMAIL

When receiving a new voice mail, the phone will play a warning tone. The power indicator LED will slowly flash red, and the LCD screen will prompt “n New Voice Mail(s)” (“n” indicates the number of unread voice messages, e.g., 27 New Voice Mail(s)) and a flashing icon .






If the voice mail pop-up message box disappears, it won't pop up again unless the user receives a new voice mail or the user re-registers the account that has unread voice mail(s).

To leave a voice mail:

You can leave a voice mail for someone else when he/she is busy or inconvenient to answer the call. Follow the voice prompt from the system server to leave a voice mail, and then hang up.

To listen to voice mails:

- When the LCD screen prompts that the phone receives a new voice mail and the power indicator LED slowly flashes red, you can press  or the **Connect** soft key to dial out the voice mail access code or dial *97 and press  ,  or the **Send** soft key.
- Follow the voice prompt to listen to your voice mails.

THANK YOU

HELPDESK : 06 – 270 1102 (EXT 1102)

MAIN LINE : 06 – 270 1000