This quick reference guide will help you navigate your new campus telephone. Below is a diagram of the new office telephones with descriptions of the available buttons, including the "Goodbye" button. On the back of this guide, you will find both Basic and Advanced Call Handling instructions. If you have any issues with your new campus telephone, please contact Telephone Services at 310-243-3800.

You may also want to watch some of our helpful 1-2 minute tutorial videos to learn more about your new campus telephone. Our tutorial videos may be found online at http://www4.csudh.edu/it/services/telecommunications/voip/
**Basic Call Handling**

**Placing a Call**
1. Lift the handset, press a Line key, or press the \[4/5\] key.
2. Dial the number from the keypad and press the Dial softkey.

**Ending a Call**
Place the handset on its cradle or press the \[\] key.

**Answering a Call**
Lift the handset for handset operation or press the Line key or \[\] key for handsfree operation.

**Ignoring a Call**
Press the \[\] key or Ignore softkey when the phone is ringing to ignore the incoming call and (if configured) send the incoming call directly to voicemail.

**Redialing**
Press the \[\] key once to access a list of recently dialed numbers. Use the Up and Down navigation keys to scroll through the entries and the Select key (or Dial softkey) to redial the selected number.
Press the \[\] key twice to call the last dialed number.

**Muting**
Press the \[\] key to mute the handset, headset, or speakerphone.

**Holding and Resuming**
1. To place a call on hold, press the \[\] key when connected to the call.
2. To resume the call, press the \[\] key again or press the Line key corresponding to the line where the call is being held.

**Advanced Call Handling**

**Call Transferring**
1. Ensure you are on active call with the party you wish to transfer.
2. If you are already connected to the transfer recipient, press the Up or Down navigation keys to highlight the recipient and press the \[\] key or Xfer softkey to complete the call transfer.
   OR
   If you are not connected to the transfer recipient, press the \[\] key or Xfer softkey, enter the recipient's number and the Dial softkey. At any time, press the \[\] key or Xfer softkey again to complete the call transfer.

**3-Way Conferencing**
1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
2. If you are already connected to the party you wish to conference in, press the Up or Down navigation keys to highlight the conference target and press the \[\] key or Conf softkey to complete the 3-way conference.
   OR
   If you are not connected to the party you wish to conference in, press the \[\] key or Conf softkey, enter the conference target's number and press the Dial softkey. At any time, press the \[\] key or Conf softkey again to complete the 3-way conference.

**Note:**
If the 3-way conference is successful, icons will be displayed in the call status indicator area of both conference participants.