Phone Quick Start Guide

Make a call: Pick up the handset, enter a phone number and then press the **Dial** softkey or wait approximately 5 seconds and it will be dialed automatically.
You do not need to press a 9 before outside calls.

Answer a call: Pick up the handset or press the **Speaker** button.

Place a call on hold: Press the **HOLD** button. To resume the call, press the **HOLD** button again. To make a second call when a call is on hold, press the **Menu** softkey, select New Call, and then enter the new number and press the **Dial** softkey.

Redial a number: Press the **REDIAL** button, select a dialed number, and then press the **Dial** softkey.

Mute a call: Press the **Mute** (microphone with X) button. To resume the conversation, press the mute button again.

Transfer a call
1. During a call, press the **TRANSFER** button, enter the phone number to transfer the call to, and then press the **Dial** softkey.
2. Wait until the call is established, speak with the second party to make them aware of the call details and then press the **TRANSFER** button again.

Setting up your Voicemail: To setup your voicemail, you will first need to locate an email that you would have received from Microsoft Outlook with a subject of "Welcome to Exchange Unified Messaging." This email will contain a temporary PIN number that you will need in order to setup your voicemail.
1. Dial x3001 from on campus or 414-930-3001 from off campus.
2. Enter your new extension and your temporary PIN (if calling from your new campus phone, you will only need to enter your PIN).
3. You will be prompted to select a new PIN and given the option to record your name and greeting.

Access your Voicemail
You can access your voicemail in a few different ways. Here are the different ways to access voicemail:
- Press the **Voicemail** (envelope icon) button on your phone **OR**
- Dial x3001 from any phone on campus **OR**
- You will receive your voicemails via email **OR**
- From off-campus, you can dial 414-930-3001 to access your voicemail

Voicemail menu commands can be found on the IT Services page of My Mount Mary.

View missed calls: Press the **Missed** softkey. From this screen, you can dial any missed calls by selecting the number and pressing the **Dial** softkey

Customize Ringtone
1. Access the **Ring Tone** screen (**MENU** button > **Settings** > **Ring Tone**)
2. Navigate to and select a ring tone. A sample of each is played as you navigate through the ring tones.
3. Set ring tone volume by pressing the VOL Up or VOL Down key:
4. Press the **Select** softkey and then press the **Save** softkey to save your settings.

Forward incoming calls to another phone
Press the **Forward** softkey and select either:
- Forward to Voicemail – if you select this option, all calls will go directly to voicemail without ringing.
- Forward to another number – If you select this option, you will be prompted to select an extension or phone number to forward to. After entering the extension. Press the **Start** softkey.

To deactivate call forwarding, press the **Forward** softkey and then select **Do not forward calls**.

Make a conference call
The ability to make conference calls is available, but conference calls must be made through the Skype for Business Client. These steps will be covered on the reverse side of this document.

If you have any questions, please contact the IT Help Desk at mmu-helpdesk@mtmary.edu or x3048 from your new phone.

Skype for Business Quick Start Guide

Send an instant message (IM)

1. Search for the person that you would like to message or select their name from your contact list. If you want to IM with more than one contact, hold down the Ctrl key and click each contact name.
2. Double-click on their name or right-click and select Send and IM.
3. Type your message and press enter or select the Send button.

Handling an incoming call

When someone calls you, an alert will pop up on the bottom, right-hand corner of your screen.

- To answer the call, click anywhere on the photo area; when doing this, your phone will automatically pick up on speakerphone.
- To reject the call, select Ignore.

Find someone in the directory: Type a name in the Search box on the top of the Skype for Business client. As soon as you begin typing it will bring up Mount Mary contacts who match the name.

Add a contact

Once you find a person, add them to your Contacts list for quick access.

1. Right-click the name in the search results.
2. Select **Add to Contact List.**
3. Select a group to add your new contact to.

Create a group

You can create groups of contacts to keep work groups, committees, etc., organized. To create a group:

1. Select the **Add a Contact** button.
2. Select **Create a New Group.**
3. Type the name of your new group and press Enter.

Make a conference call

1. In your Contacts list, select multiple contacts by holding the **Ctrl** key, and clicking the names.
2. Right-click any of the selected names, then click **Start a Conference Call**.
3. Select **Skype Call**.

Invite more people to an ongoing call

1. In the Call window, select the option to Invite more people.
2. Find the person or people who you would like to add, highlight their name, and select **OK**. You can also enter an outside phone number in this box.

Join a scheduled meeting: In the main Skype for Business window, select the Meetings tab, then double-click the meeting that you want to join.

Calling someone from Skype for Business

You can call someone directly from Skype from Business and talk to them on your phone.

1. Find the person who you would like to call by searching for them in the directory or via your contacts list.
2. Right-click on their name and select Call and then select their Work number.
3. Your phone will automatically dial on speakerphone; at this point, you can pick up your phone.

Presence

Presence is a feature of Skype for Business that shows your availability based upon your Outlook calendar and whether or not you are on a phone call or in a Skype for Business meeting. You can also change your presence manually by using the drop-down menu underneath your name in the Skype for Business client. More information about the various availability options can be found on the IT Services page of My Mount Mary.

If you have any questions, please contact the IT Help Desk at mmu-helpdesk@mtmary.edu or x3048 from your new phone. Additional Skype for Business training resources can be found on the IT Services page on My Mount Mary.