1. **Handset light strip** - Indicates an incoming call (flashing red) or voice mail message (steady red)

2. **Line and Feature Buttons** -
   - **Solid green** = active call
   - **Flashing green** = held call
   - **Flashing amber** = incoming call
   - **Solid red** = shared line in use

3. **Soft Key buttons** – engages the associated feature in the display

4. **Navigation Pad and Select Buttons** – Used to scroll through menus and highlight active calls and features. While on-hook, pressing up displays your Recent call list; pressing down displays Speed dials

5. **Hold Button**
   - **Transfer Button**
   - **Conference Button**

6. **Speaker Button** - Activates (steady green) and deactivates the speakerphone
   - **Mute Button** - Deactivates (steady red) and reactivates the microphone
   - **Headset Button** - Activates (steady green) and deactivates the user provided headset

7. **Messages Button** - Press to access voice mail
   - **Directory Button** - Personal and Corporate (University) Directory look-up access
   - **Application Menu Button** - Call history, Preferences (set ringtones, display contrast)

8. **Up/Down Volume Rocker** – Adjusts ringer volume while on hook; adjusts handset, speaker and headset volumes while off-hook

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**Self Care Portal**

To customize your phone options for speed dial, call forwarding and mobility:

- From a web browser enter: [https://mybuphone.bu.edu/ucmuser/](https://mybuphone.bu.edu/ucmuser/)
- Enter your BU ID
- Enter your Kerberos password
- Click Sign In

**For Assistance:**
Call Communication Services Help Desk
3-2097
**Placing Calls**

To place a call:
- Lift the handset or
  - Press Speaker button or
  - Press the Headset button or
  - Press the New call softkey or
  - Press a session button
- Dial the number

To place a second call on the same line:
- Press Hold or
- Press New Call softkey or
- Dial number

To call another BU telephone:
- (617-352, 353, 358 exchanges):
  - Dial the 5 digit telephone number
- To call a BMC telephone (617-414, 638 exchanges):
  - Dial 10 digit telephone number
- To place an outside call:
  - Dial 1+10 digit telephone number
  - If dialing an International call, enter number + authorization code then hit submit.

To call Emergency Services:
- Dial 911

To redial last number called:
- Press the Redial softkey

To place a speed dial call:
- While on-hook, enter the speed dial code
- Press the Speed dial softkey

**Ending Calls**

To end a call:
- Replace the handset or
  - Press Speaker button or
  - Press the Headset button or
  - Press the End call softkey or
  - Press the Release button

**Answering Calls**

To answer an incoming call:
- Lift the handset or
  - Press Speaker button or
  - Press the Headset button or
  - Press the New call softkey or
  - Press flashing line button
- To answer a second incoming call:
  - Press the flashing line button
  - To answer a call on a shared line:
    - Press the ringing line button
    - Press the flashing session button

**Call Hold**

To place a call on hold:
- Press Hold or
  - To retrieve a held call:
    - Press Hold or
      - Press the Resume softkey or
      - Press the flashing line button
- To toggle between held calls on the same line:
  - Press the flashing session button
  - To toggle between held calls on different lines:
    - Press the line button
    - Press the flashing session button

**Call Transfer**

To transfer a call:
- Press Transfer
  - Dial the number
  - Option: announce the caller
  - Press Transfer or the Transfer softkey

If no answer or the line is busy:
- Press the Cancel softkey
- Press the Resume softkey or
  - Press the flashing line button

To toggle between calls:
- Press the Swap softkey

To transfer two calls on the same line to one another:
- While connected to an active call, press Transfer
  - Press the flashing line button
  - Press the Yes softkey

**Call Forward All Calls**

To immediately forward your incoming calls to another number:
- While on-hook, press Fwd All softkey
  - Dial the extension number or Press the Messages button

To deactivate call forwarding:
- Press the Fwd off softkey

**Do Not Disturb**

To disable/re-enable the ringer for all incoming calls:
- While on-hook, press the DND softkey

**Conference Calling**

To place up to a 16 way conference call:
- While connected to an active call, press Conference or
  - Dial the next participant
  - Option: announce the conference
  - Press Conference or the Conference softkey
  - Repeat the above steps to add additional attendees

To add an incoming caller to an existing conference:
- While connected to the incoming call, press Conference
  - Press the flashing line button
  - Press the Yes softkey to complete the conference

To view conference participants:
- Press the Details softkey

To remove a participant:
- Navigate to the participant to be removed

To remove the softkey

**Single Number Reach (SNR)**

To activate/deactivate SNR from your desk phone:
- Press the Mobility softkey
- Press the Select softkey to enable/disable Mobile Connect

To switch the call from your desk to your remote phone:
- While connected to the call, press the Mobility softkey
- Press the Select softkey to send the call to the remote phone

To Answer the remote phone:
- Press the Yes softkey to complete the conference

To switch from your remote phone to your desk phone:
- Hang up the call on your remote phone
- Press the line button on your desk phone