

Phone – Basics

The first new feature of the new phones at NYA that will likely catch your eye is the addition of a color screen. The screen features the time and date, various options, and pretty background pictures, but it is not a touch screen. The options identified on the screen can be selected by pressing the corresponding buttons below and to the right of the screen. In the directions below, these buttons are referred to as “soft keys.” The function of these buttons will vary. The keys on the bottom half of the phone are keys with a clearly identified function (i.e. the ten digits, “message”, or volume + and -).

Quick list of changes in new phone system (2014)

1. You no longer need to dial ‘9’ to dial outside numbers. Dial the number as normal.
2. Your computer (laptop or desktop) is connected to the network through your telephone. With few exceptions, your phone has two cables, one to the data port in the wall and one to your computer. These must be plugged in for your computer to access the network.

MAKING CALLS

Internal Call:

1. Pick up the handset dial the extension number and press the SEND soft key.
2. To make an internal call using the speakerphone or hands-free option, dial the extension number and press the SEND soft key.

External Call:

1. Pick up the handset dial number and press the SEND soft key.
2. To make an external call using the speakerphone or hands-free option, dial the number and press the SEND soft key. NOTE: There is no need to dial ‘9’ to get an outside line.

RECEIVING CALLS

Lift the handset, or press the speaker button or the answer soft key to answer with speaker phone. If you are using a headset press the “headset” key.

While in conversation press the HOLD soft key. To retrieve the call on HOLD press the RESUME soft key.

