CLARKE UNIVERSITY
5340/5330/5320 IP Phone User Guide

FIXED FEATURE KEYS

⌃	**Up Arrow Key**	⊗	**Cancel**
⌄	**Down Arrow Key**	123↩	**Redial**
📢	**Speaker**	△☎	**Hold**
🎙	**Mute**	↗|𝔖	**Transfer**
📇	**Applications**	✉	**Message**

TO MAKE AN INTERNAL CALL
1. Dial The 4 Digit Extension Number

TO MAKE A LOCAL OR 800# CALL
1. Dial 9
2. Dial The Telephone Number

TO MAKE AN EXTERNAL, LONG DISTANCE CALL
1. Dial Your 5-Digit Access Code And You Will Hear Dial Tone
2. Dial 1 + (Area Code) + Number

TO ANSWER A CALL
1. Lift The Handset
   -OR-
2. Press The 📢 **(Speaker)** Key To Answer Over Speakerphone

TO PLACE A CALL ON HOLD:
1. Press △☎ **(Hold)**

TO RETRIEVE A CALL ON HOLD
1. Lift Handset
2. Press The Flashing Key

CALL 2 KEY
This Key Gives You The Capability To Make A Second Call
1. Put Your First Caller On Hold
2. Press The **Call 2** Key For Dial Tone
3. You Can Make A 2nd Internal Or External Call

TO TRANSFER A CALL
1. Press ↗\|𝔖 **-OR-** Press **Trans/Conf** Softkey
2. Dial The Extension Number To Transfer To
3. Do One Of The Following:
   - To Complete The Transfer; Hang Up
   - To Announce The Transfer; Wait For An Answer, Consult, Hang Up
   - To Cancel The Transfer, Press ⊗ **(Cancel)** -OR- Press The **Back To Held** Softkey

TO TRANSFER A CALLER DIRECTLY TO VOICEMAIL
1. With Caller On The Line, Press ↗\|𝔖 **-OR-** Press The **Trans/Conf** Softkey
2. Dial 6778
3. Enter The Mailbox Number To Transfer To And Hang Up

HOW TO PLACE A CONFERENCE CALL
1. Establish Your 1st Call
2. Press ↗\|𝔖 **-OR-** Press The **Trans/Conf** Softkey
3. Dial The Number Of The Next Party, wait for an answer
4. Press ↗\|𝔖 **-OR-** Press The **Conference** Softkey
   - To Split A Conference And Speak Privately With The Original Party, Press The **Split** Softkey
   - To Alternate Between The Two Parties, Press The **Trade** Softkey
   - Press ↗\|𝔖 **-OR-** **Conference** Softkey To Bring Parties Together Again

MUTE
1. Press 🎙 **(Mute)** To Temporarily Turn Off Your Phone's Handset, Headset Or Handsfree Microphone Off During A Call
   - If You Are On A Handsfree, Muted Call And Lift The Handset, the Mute Is Turned Off

REDIAL
To Redial The Last External Number You Manually Dialed:
1. Press 123↩ **(Redial)**

TO CALL FORWARD YOUR PHONE
1. Press 📇 **(Blue Applications)** Key
2. Press **Call Forwarding**
3. Enter The Number To Forward To
4. Press **Activate/Deactivate**

TO STORE A SPEED CALL NUMBER
1. Press 📇 **(Blue Applications)** Key
2. Press The **Settings** Softkey
3. Press The **Programmable Keys** Softkey
4. Press The Key To Program
5. Press The **Speed Call** Softkey
6. Press **Edit Info**
   - Use Keypad To Enter A Name, Press **Save**
7. Press **Edit Number**
8. Dial The Number following correct dialing pattern
9. Press **Save**
10. Press **Close**
11. Press **Close**

TO DIAL A STORED SPEED CALL NUMBER
1. Press A Speed Call Key

PHONE BOOK –for internal numbers only
1. Press The **Phone Book** Softkey
2. Enter The First Few Letters Of The Person's **Last Name**
3. Press **Look Up**
   - Press **Call** To Call The Extension
   - Press **Next** To Go To The Next Entry
   - Press **Backup** To Go To The Previous Screen
   - Press **Cancel** To Exit

TO ADJUST RINGER/HANDSET/SPEAKER VOLUME
1. Press The Up And Down Arrow Key

TO ADJUST THE DISPLAY
1. Press 📇 (Blue Applications) Key
2. Press **Settings**
3. Press **Contrast** Or **Brightness and Contrast**
4. Adjust The Levels
5. Press **Save,** then press **Close**