Place a Call

NOTE: Dial 8, then the number to place a call off campus. For long distance, dial 8, then 1 followed by the area code and number.

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press a speed dial button and then lift the handset.
- If you have selected a number from a directory, press the Dial soft key, and then lift the handset.

Answer a Call

- Lift handset.
- If you are using a headset, press the Headset button.
- To use the speakerphone, press the Speakerphone button.

End a Call

- Hang up.
- If you are using a headset, press the Headset button or the EndCall soft key.
- To end a speakerphone call, press the Speakerphone button or the EndCall soft key.

Redial a Number

- Lift handset, press the Redial soft key.
- To use the speakerphone, press the speakerphone button, then the Redial soft key.

Hold/Resume a Call

Hold

- While on an active call, press the Hold key.

Resume

- While on hold, press the Resume soft key.
- To retrieve a call on multiple lines, press the line button of the line you want to pick up.

Transfer a Call

1. While on a call, press the Transfer key.
2. Dial the “transfer to” number. You may choose to wait for user to answer and then announce caller, or you may continue on immediately.
3. Press the Transfer soft key again to transfer the call or press the End soft key to end the call. Press the Resume soft key to reconnect to the first caller.

Send to Voice Mail

- While receiving a call, press the Decline button to send the call to voice mail.

Start a Conference Call

1. During a call, press the Conference button to open a new line and put the first caller on hold.
2. Dial the number of the next person.
3. When the call connects, press the Conference button again to add the new party to the existing call. Limit: 8 (including yourself)

Forward Your Phone

1. Press the ForwardAll soft key on your phone.
2. Enter in the number you wish to forward to. If the call is outside of campus, dial 9 followed by the phone number.

Display will show Forward symbol to XXXX under your line number.

1. To remove call forwarding, click the ForwardOff soft key on your phone.

The “Forwarded to” message should no longer display on your phone.
Access Voice Mail

You can access your voice mail by following the directions below:

1. Press the (Messages) button on your phone.
2. Enter in your voice mail PIN followed by the # key using the number pad.
3. Your new message will begin to play.
4. Press 3 to review old messages.
5. You will now be reconnected to your call.

Access Voice Mail Remotely

1. From an external phone, call your full UW-Platteville phone number.
2. Once you reach the voice mail prompt, press the * (star) button using your number pad.
3. Enter your 4 digit UW-Platteville extension when prompted to enter your ID and press #.
4. Enter your voice mail PIN when prompted for your pin. Press # to continue.

You will now entered in to the voice mail system.

Follow the prompts to manage your voice mail.

View Missed Calls

1. Press the (Settings) button on your phone.
2. Press the round Select button on the navigation pad to see Recents.
3. Use the Up/Down arrows on the navigation pad to scroll through your missed calls.
4. To return the call, highlight the user you wish to call and press the Dial soft key.

Corporate Directory

1. Press the (Directories) button on your phone.
2. Use the Up/Down arrows on the navigation pad to select Corporate Directory.
3. Press the Select soft key button.
4. Use the Up/Down arrows on the navigation pad to select Last Name.
5. Using the number pad, enter in the last name of the person you wish to call. You do not need to type in the entire last name.
6. Press the Search soft key.
7. Use the Up/Down arrows on the navigation pad to locate the user.
8. Press the Dial soft key to place a call to that user.

Need assistance? Contact the ITS Help Desk
608.342.1400 or helpdesk@uwplatt.edu