General Phone Guide

Dialing

Dialing within Hawaii Community College (Hawaii CC) To dial an Hawaii CC extension **(808) 934-2500**, dial the last 4 digits of the phone number or **2500**.

Dialing outside of Hawii CC

Press 9 before entering the number to dial outside of the Hawaii CC phone system.
For calls on Hawaii Island, dial **9 before** the 808 area code. **9 808 555 5555.**
For calls outside of Hawaii Island, you will need to enter **9 + 1 + (area code) 555 5555.**

Dialing out of the country

If you need to dial out of the country, you will need to press **9 + 0 + 1 + 1 + country code + 10-digit phone number.**

Answering a phone call

Lift the handset, and press the **Answer** softkey or the key to answer in handsfree.

Ending a phone call (on handset and speaker):

Place the handset back into its cradle, and press the **Ignore** softkey. Alternatively, press the key.

Adjusting speaker/handset volume

The key is the bottom left button of the telephone, with the left side of the button being "decrease volume" and the right side of the button being "increase volume"

Adjusting ring volume

While on an active call, press the keys to adjust the ring volume. It will adjust the volume of the audio device currently in use (eg. handset, headset, or speaker.)

Handsfree (enable/disable)

Press the key while on a call to transfer the call to the speaker or headset. Press this button again to transfer back to the handset.

Mute

Press the key while on a call to mute the microphone for your handset, headset, or speaker. Press the key again to unmute your microphone.

Transfer

1. Connect to the first party (if you are not already connected.) This is the person you will be transferring.
2. Press the **Xfer** softkey.
3. Enter the outside number or extension for party 2. You can cancel the transfer by pressing the **Cancel** Softkey, hangup button, or hang up the handset.
4. If you want to complete a blind transfer, press the **Xfer** soft key before party 2 answers. If you want to proceed with a consultative transfer, press the **Dial** softkey and remain on the line to speak with party 2, then pressing the **Xfer** softkey, or hanging up the call, to transfer party 1 to party 2.

Hold

Press the key to place a call on hold. A icon will flash on the respective line. To resume the call, press the key again or press the key on the respective line.

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Conference

1. While the line, press the **Conf** Softkey.
2. Enter the phone number or extension of the person you wish to add to the conference.
3. When the person answers, you can consult with them before adding to the conference.
4. Press the **Conf** softkey again when on the line of the person not yet on the conference to add to the conference. Both users will now be in a conference call.

Outgoing Redial List (Last Number Redial)

The outgoing redial list stores information for up to the last 100 numbers called. The log will state the name/number of the party, time of call, and if it was answered or missed. Oldest call records will be deleted to make space for new records.

To access the redial list, press the key. Use the navigation keys to scroll through the entries. Press the **Dial** softkey to redial. Press the key twice from your home page to instantly redial without going into the redial list.

Selecting ringtones

Press the button on the phone to enter the options list. Navigate to "Audio", then to "Ring Tones" and press the **Select** softkey. Use the up and down navigation keys to scroll through and choose your desired ringtone. Press the **Save** softkey to save your changes. The ringtone is immediately applied.

Ring Sets

Press the settings button on your handset to enter the options list, then find the speaker icon. Use the up or down navigation key to reach the **tone sets** option. Select the desired ring set.

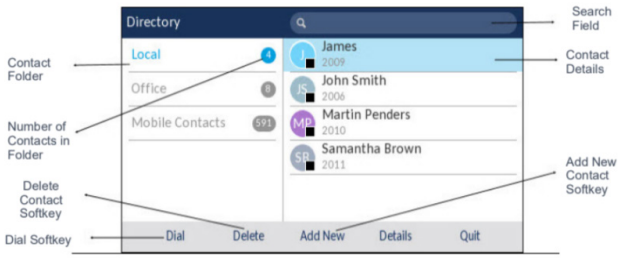
Call History

Press the key to access your call history. It shows all your missed, outgoing, and received calls.

Directory

Press the key to access the directory, or press the **Directory** softkey to access your directory. Use the navigation keys to move around, and you can press the dial softkey when hovering over the selected contact.

Please refer to the key-character table on the right if a special character needs to be input.



Key	Character
0	0 +
1	1 . : ; = _ , - ' & ( ) $!
2	A B C 2
3	D E F 3
4	G H I 4
5	J K L 5
6	M N O 6
7	P Q R S 7
8	T U V 8
9	W X Y Z 9
*	* SPACE
#	# / \ @

Call Forwarding

1. Press the Diversion softkey to enter the diversion menu.
2. Select "FollowMe" if you'd like to forward to an internal number. Choose "External FollowMe" for forwarding to an external number.
3. If the screen displays "Service Ordered" and your Diversion softkey now has a red box, call forwarding is now enabled.

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Voicemails

When voicemail is enabled, the LED on the phone will flash red if there is a message available. You can press the key to access your voicemail. There will also be a count of your voicemail messages on the status bar. If configured, voicemails may also be sent directly to your email. Check your inbox after someone has left a message to see if this has been enabled.

Sending an incoming call to Voicemail

To send an incoming call to voicemail, press the **Ignore** softkey or the button. This will send the call directly to voicemail. Your phone screen will display the voicemail icon with the number of pending messages in the status indicators.

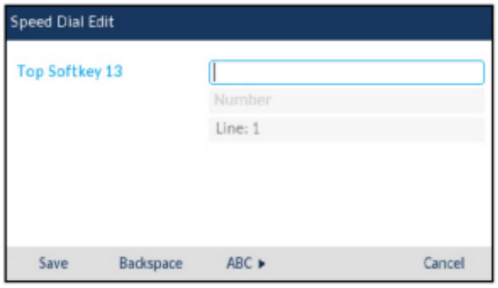
Reaching/Viewing Voicemail

Press the key on your handset to reach your voicemail. You may also dial **(808) 957-1000**.

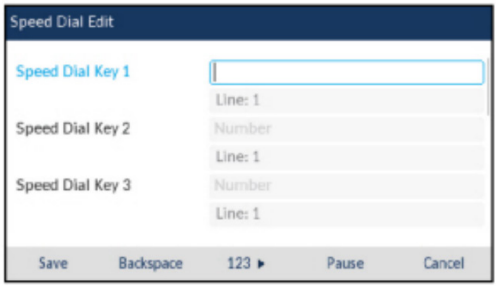
Speed Dial/Auto Dial key programming

To program a key for auto dialing, hold down one of the softkeys for 3 seconds. A new menu should appear. You can also hold one of the dialpad keys for 3 seconds if configuring all your speed dial keys at once.

Softkey/Expansion Module Key Press-and-Hold Speed Dial Edit Menu



Dialpad Key Press-and-Hold Speed Dial Edit Menu



1. In the number field, enter in the desired phone number of the contact.
2. Under the name field, use the corresponding 10 digit alphabetical keyboard to enter in their name.
3. When finished, make sure to press the save softkey so that you are able to save this action.

Lock Phone

If you would like a password lock on your phone, (eg. when you step away from your desk):

1. Press the settings button
2. Navigate to "Lock Phone"
3. Use the directional navigation keys to select **Password**
4. If your phone has no password set, leave the **Current Password** field blank. Input your desired password in the next two fields.

To lock your phone:

1. Press the settings button
2. Navigate to **Lock**
3. Use the up and down navigation keys to select **Phone Lock**
4. Your phone will now be locked, and the directory and other settings cannot be accessed without unlocking.

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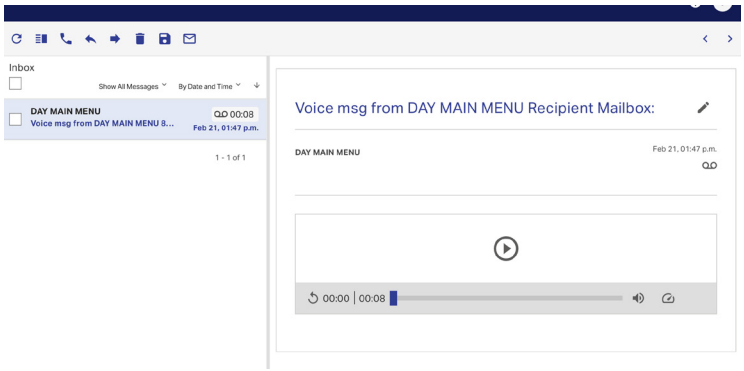
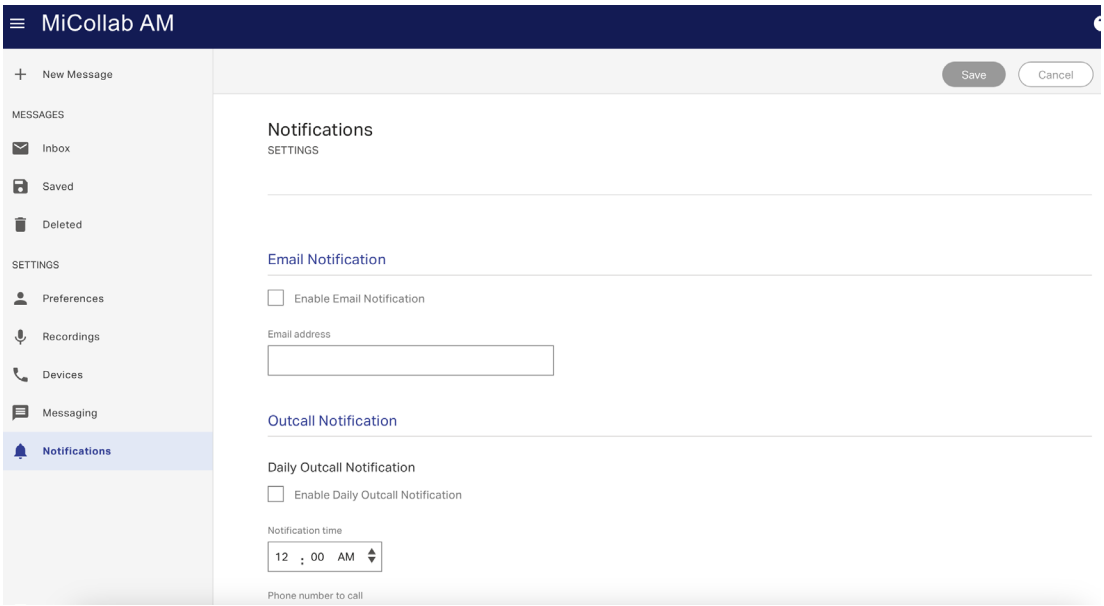
MiCam Web Portal

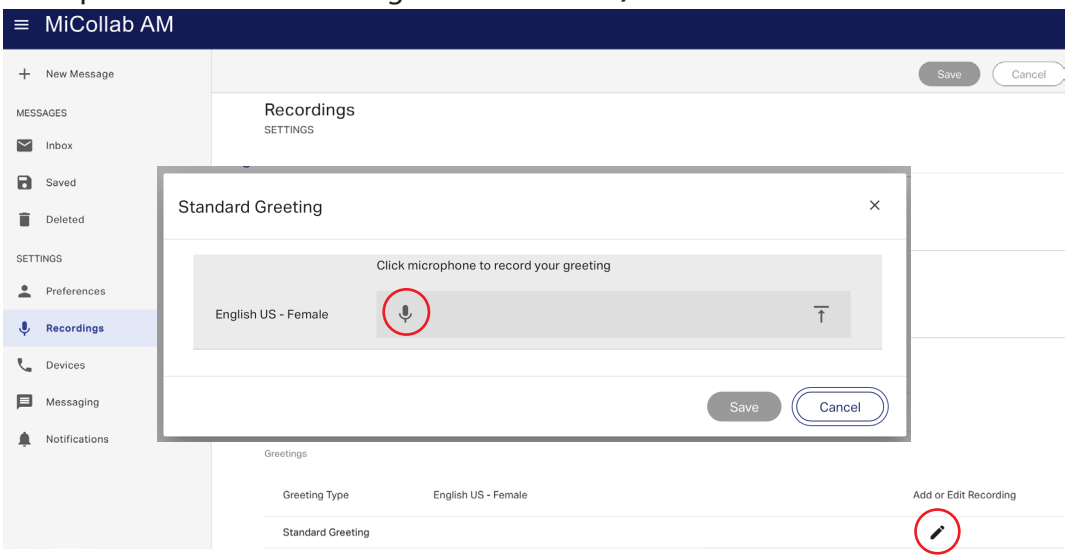
You may also view your voicemail online via the web client. Visit https://micam.its.hawaii.edu/user/login/ with your username as your full phone number, **808934XXXX**. The password will be given in an email. Please double check to make sure you received this information.



Voicemail Notifications

You may also change your notification settings by clicking on the "Notifications" tab in the sidebar. You can configure email notifications and/or outcall notifications. **Remember to hit "Save" on the top right corner.**



Out of Office Recordings

You may also personalize your out of office message/other greetings. Press the pencil icon under "Add or Edit Recording" and choose the greeting that you would want to record for. A dialogue should appear. Click on the microphone to start recording. **When finished, remember to hit the "Save" button on the top right corner.**