DIRECTORY.
Search a contact in EPFL Directory.

- **Contacts**
  - Corporate Directory

Enter your search criteria information and press Search.

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CALL TRANSFER.
1. Press the Transfer button.
2. Dial the transfer recipient’s phone number.
3. Press the Transfer button (You do not have to wait for the recipient answers to complete the transfer.)

- **Transfer**
  - Press the Transfer softkey.

Call transferred successfully!

REDIAL.
Press the Redial button to call the most recently dialed phone number from your IP phone.

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CONFERENCE.
During a call, press the Conference button.
The interlocutor is put on hold with music.
Type the number of the interlocutor to add to the conference.

- **Conference**
  - Press the Conference softkey to launch the conference (max. 6 participants).

---

HOLD.
Music on hold for the interlocutor.
Resume the hold call.

- **Resume**

Does not allow to resume holding call.

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FORWARD ALL.
Press the Forward All softkey.

- **Forward All**
  - Press the Forward All Calls key.

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SPEED DIALS.
Customise Speed Dials.
1. Phone’s configuration webpage: [myuc.epfl.ch/ucmuser](http://myuc.epfl.ch/ucmuser) (using Firefox)
2. Login: EPFL username and password.
3. Select the IP phone.
4. Click on the Speed Dial to configure.
5. Enter number and name of the contact for the speed dial.
6. Save

Consult the Speed Dials list.

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CHANGE PHONE LANGUAGE.
The phone’s language is by default french.
To change it to english:
- Go to the phone’s configuration webpage: [myuc.epfl.ch/ucmuser](http://myuc.epfl.ch/ucmuser)
- Login: EPFL. Credentials: username and password.

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REDIAL.
Press the Redial button to call the most recently dialed phone number from your IP phone.
VOICEMAIL.

Change Voicemail language.
1. Voicemail configuration webpage:
   voicemail.epfl.ch/inbox
2. Login: EPFL username + password.

Display Messages.
- New voice messages.

Consult Voicemail from IP phone.
- Press Messages button.

Configure Voicemail.
- 1. Press Messages button.
- 2. Enter Personnal Identification Number set by default: **1234** + #
- **PIN to be modified at the 1st connection.**
- 3. Follow indications of the voice guide.

Listen your recorded messages on Nortel phone by dialing the **38800** on your IP phone.

Consult Voicemail remotely.
- • Via webpage: voicemail.epfl.ch/inbox
  - Or
  - Call **021 693 90 90** type **+ EPFL extension number format 41 21 693 XX XX + PIN**

USEFUL INFORMATION.

- Emergency: **115**
- Technical problem: HelpDesk **1234**
- Go farther: uc.epfl.ch
- Cisco voicemail configuration webpage: voicemail.epfl.ch/inbox
- IP phone configuration webpage: myuc.epfl.ch/ucmuser

MAKE THE CAMERA.

- The video is active by default for all the calls emitted from the softphone or the IP phone.

Mute video during a call.

Disable video for all calls.

MISSED CALL.

- Check the Call History to consult the missed calls list and remove the icon on the phone’s screen.

CALL HISTORY.

- Press the down arrow on the navigation pad to consult the list of the 150 last calls.