

Using the SFB CX600 Phone

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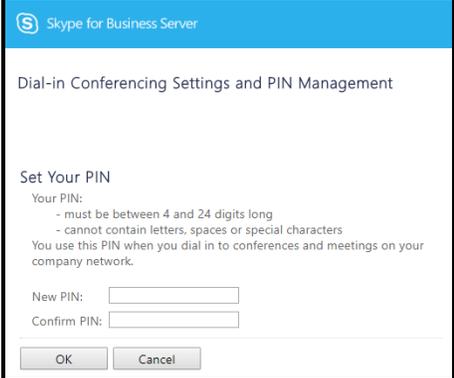
Set Your Sign-in PIN

Your new SFB phone requires you to sign-in. The phone identifies you and your personal preferences. **You can sign-in to any SFB phone and be recognized.** Before using your SFB phone, you need to set-up a personal identification number (PIN). Similar to a PIN used at a bank, your Sign-in PIN helps keep your sensitive information secure.

To create a Sign-in PIN:

1. In an Internet browser, go to **dialin.central.uh.edu**.
2. Click **Sign-in** and choose **Language**.
3. Click the **Sign-in** button then enter your CougarNet **username** and **password**.
4. Following the criteria on the PIN management screen, enter your PIN in the fields provided.

Note: If you forget your PIN, you can reset it using the steps listed above.



The screenshot shows a dialog box titled "Skype for Business Server" with the subtitle "Dial-in Conferencing Settings and PIN Management". The main heading is "Set Your PIN". Below this, it says "Your PIN:" followed by two bullet points: "- must be between 4 and 24 digits long" and "- cannot contain letters, spaces or special characters". A note states "You use this PIN when you dial in to conferences and meetings on your company network." There are two input fields: "New PIN:" and "Confirm PIN:". At the bottom, there are "OK" and "Cancel" buttons.

The Phone Face

Your SFB phone provides the same functionality as your existing telephone and more.



The Home screen:



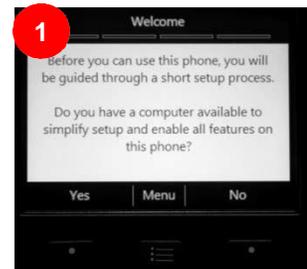
Sign-in to Your Phone

Sign-in to your phone to access your voice mail and other features. This is a one-time-only step. There is no need to sign-in and sign-out of your phone. The only reason to sign-out of your phone is to allow another person to sign-in to it. This occasion might occur if you are sharing a phone with another person.

Note: You can sign-in to *any* SFB phone to receive calls placed to your phone number, as well as check your voice mail.

To sign-in to your phone:

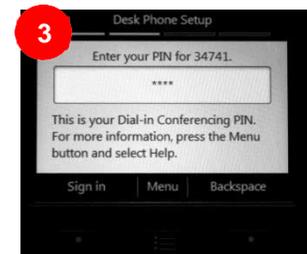
1. On the Welcome Screen press **No**.



2. Enter your 5-digit extension (not your PIN), press **Next**.

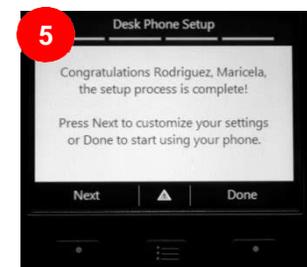


3. Enter your **PIN**, press **Sign-in**.



4. Create a 4 digit Unlock PIN. It can be the same as your sign-in PIN.

5. Press **Done** and you are now signed-in to your phone.



Sign-out of Your Phone

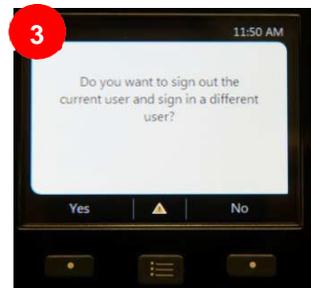
If you sign-in to a phone that is not located on your desk, you should sign-out of the phone when you are done using it.

To sign-out of a phone:

1. Press the **Menu** button.
2. Select **Switch User**.



3. Select **Yes**.



Answer a Call

To answer a call, choose one of four options:

1. Lift **Handset**.
2. Press the **Answer** button.
3. Press the **Speakerphone** button.
4. Press the **Headset** button.



Make a Call

To make a call, choose one of two options:

1. Dial a **5-digit** campus extension.
2. Dial a **10-digit** off-campus number.

You no longer need to use a 9 to dial off-campus.

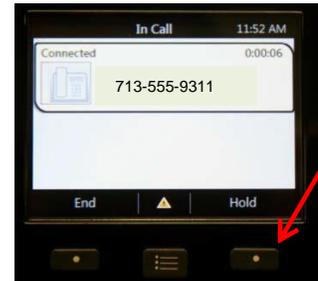
Long distance call: a domestic number [wait for the beep] + your long-distance code.

International call: 011 + an international number [wait for the beep] + your long-distance code.

Put a Call on Hold

To put a call on hold:

1. During a call, press the **Hold** button.



To retrieve a call from hold:

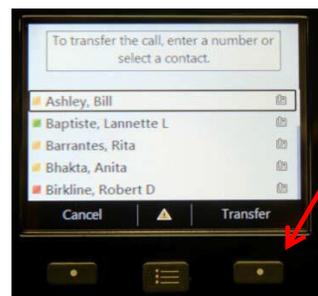
1. Press the **Resume** button.



Transfer a Call

To transfer a call:

1. While on a call, press the **Menu** button.
2. Select **Transfer directly to**.
3. Enter a **number** or select a **contact**. If selecting a contact then you have the option of choosing the contact's phone number or doing a direct SFB call by selecting the blue circle.
4. Press **Transfer**.



Park a Call

Instead of putting a call on hold, you can park the call in a holding queue.

To park a call:

1. During a call, press the **Menu** button.
2. Select **Transfer to Parking Lot**. The call is assigned a retrieval number.

Anyone on campus can retrieve a call from the Parking Lot.

To retrieve a call from the Parking Lot:

1. Using any SFB phone on-campus, enter * followed by the three-digit retrieval number and press **Call**.

If you want to retrieve a call that you parked, there is no need for you to enter the retrieval number. You can select the call on your Home screen and press **Retrieve**.

Escalate a Call to a Conference Call

To escalate a call to a conference call:

1. While on a call, press the **Menu** button
2. Select **Add Others** from the menu.

Add a Long-Distance Number to a Conference Call

The **Add Others** command does not give you an opportunity to enter a long-distance authorization code when adding a person with a long-distance number.

To add a long-distance number to a conference call:

1. Press **Menu** and select **New Call**. Your current call is put on Hold.
2. Dial a **long-distance number** or select a **Contact**.
3. Wait for the beep, and then enter your **long-distance code**.
4. With the new call on your phone, press **Menu** and select **Merge Calls**.

Make a Call with the Speakerphone

To make a call with the speakerphone, choose one of two options:

1. Dial the desired number, press the **Speakerphone** button.
2. Press the **Speakerphone** button, enter the desired number.



Record Your Voice Mail Greeting

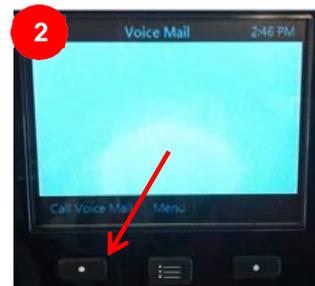
To record your voice mail greeting:

1. On the Home screen, select **Voice Mail**.



2. Press **Call Voice Mail**.
3. Say **Personal Options**.

Follow the instructions given to you over your phone by the SFB assistant.



Reset Your Voice Mail PIN

You are asked to create a Voice Mail PIN the first time that you call Voice Mail.

To reset your Voice Mail PIN with Internet Explorer:

1. Go to Outlook.office365.com.
2. Login to your Email Account using your **CougarnetID@Cougarnet.uh.edu** & **Cougarnet** password.
3. Click on **Options** and click on **Mail > General > Voicemail**.
4. Click **Reset PIN**.

To reset your Voice Mail PIN with Outlook:

1. Open **Outlook**.
2. Click **File**.
3. Select **Manage Voice Mail**.
4. Sign in to **Office365**.
5. In the Voice Mail Options, click **Reset PIN**.

Check Your Voice Mail

A red light appears at the upper right corner of your phone if you have a message waiting for you.

To check your voice mail:

1. On the Home screen, select **Voice Mail**.
2. Press **Call Voice Mail**.
3. Say **Voice Mail** into your handset.
4. Follow the instructions for checking your voice mail.

Note: To use the touchtone menu rather than the voice menu, press **0** after calling your voice mail.



To check your voice mail from another phone without signing into the phone:

1. Dial **713-743-6200**.
2. Follow the prompts.

To check your voice mail from off-campus:

1. Dial **713-743-6200**.
2. Follow the prompts.

Note: If 713-743-6200 indicates that no voice mail box exists in the system use 713-743-6111 instead.

View Call Log

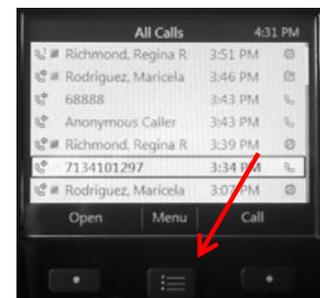
You can view a history of incoming, outgoing, and missed calls.

To view your call log:

1. On the Home screen, select **Call Logs**. A list of all calls (incoming, outgoing, and missed) appears.



2. On the **All Calls** screen, press **Menu** to sort the calls.



Search by Name

You can search for a person on your SFB phone by using the phone keypad. Use the letters on the keypad to spell out the person's name. Select the desired person from the list and your phone will dial their number. Separate the first and last name with the asterisk symbol *.

To search by name:

1. Enter a person's **name or phone number** directly on the Home screen using the letters or numbers on the phone keypad. SFB will search your person Outlook address book and UH's global address book on Exchange.
2. Select the desired **person** from the list and your phone will dial their number.



Add a Contact

To add a Contact:

1. Search for a person in your Personal Address Book in Outlook, or in the university's Global Address Book.
2. Highlight the name of the person you want to add as a Contact.
3. Press **Menu**.
4. Select **Add to Contacts**.