



HP 4120 IP Phone Faculty and Staff Quick Reference

Make a Call

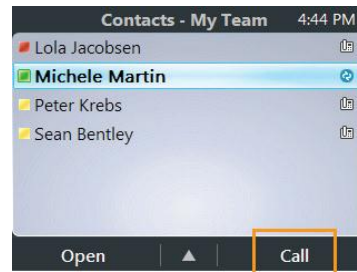
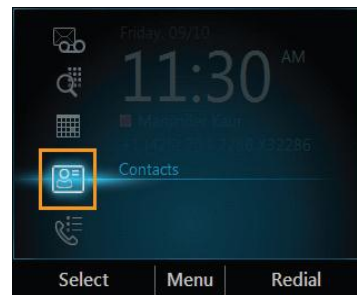
On Campus: dial the 5-digit extension

Off Campus: dial 1 plus area code and number

To use your contacts list:

- select **Contacts**
- scroll down to select desired contact
- press **Call**

Note: use the up and down arrow keys on the keypad to select the contact



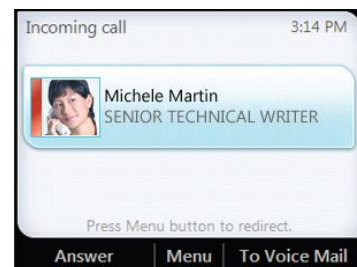
Incoming Call

- press **Answer**
- or-
- pick up handset

Note: To send the caller directly to your voice mail, press **To Voice Mail** button.

To end call:

- press **End**



Managing Multiple Calls

Place a call on hold

- press **Hold** from **In Call** screen

To answer a second call:

- press **Answer** from **In Call** screen

Note: you can answer another call while on the phone by pressing **Answer** to put the first caller on hold and speak with the second caller.



Switch between calls

An active call and one or more calls on hold is listed on the screen.

To navigate through calls:

- press **up** and **down** arrow keys to select your desired call
- press **Resume**

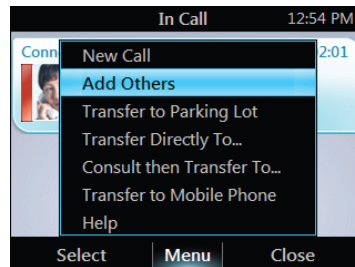


Escalate a Call to a Conference Call: start a conference during a phone call and add more attendees

- press **Menu** from **In Call** screen
- select **Add Others**

To add an attendee:

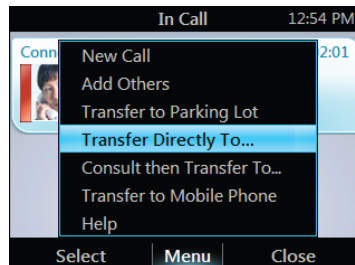
- type **phone number** or select **contact**
- press **Add**
- repeat above steps to add more attendees

**Transfer a Call****Transfer a call to someone else**

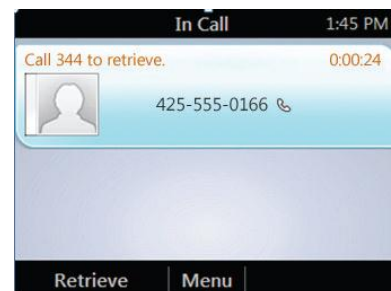
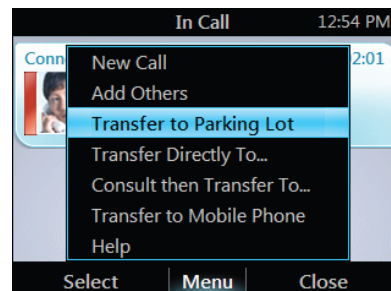
- press **Menu** from **In Call** screen
- select **Transfer Directly To...**
- type **phone number** or select **contact**
- press **Call**

Consult, then Transfer Call

- press **Menu** from **In Call** screen
 - select **Consult then Transfer To...**
 - type **phone number** or select **contact**
 - press **Consult**
- once contact accepts,
- press **Transfer**

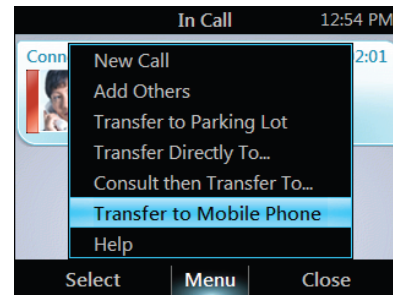
**Transfer a call to a parking lot: place call on hold for another party to retrieve**

- press **Menu** from **In Call** screen
 - select **Transfer to Parking Lot**
- a notification message displays number other party must call to retrieve call.
- call other party and provide phone number from notification



Transfer a call to a mobile phone

- press **Menu** from **In Call** screen
- select **Transfer To Mobile Phone**

**Voice mail****Checking Voice Mail**

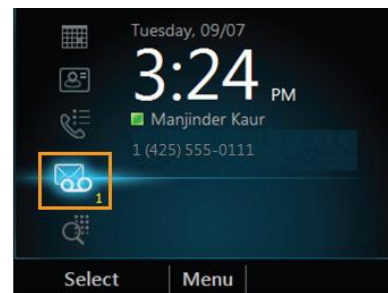
- select **Voice Mail**
- scroll down to select desired voice mail
- press **Play**

Checking Voice Mail Greeting

- select **Voice Mail**
- press **Menu**
- press **Call Voice Mail**

Note: If you have message waiting in your voice mailbox, press the menu option to get call voice mail

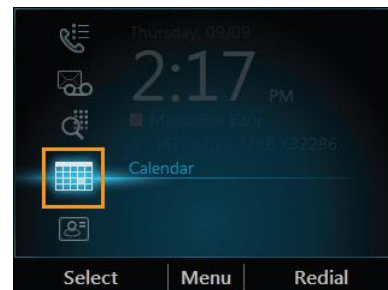
- select **Personal Options** from prompts
- press **2** and follow the prompts

**Join Calendar Meeting from phone****Joining a meeting**

The calendar feature displays Microsoft Outlook appointments for the current day.

To join a meeting using your phone:

- select **Calendar**

**Selecting meeting**

To navigate through meetings:

- press **up** or **down** arrow keys to select your desired meeting
- under **Today's Calendar**, press **Join**

