



## Transfer a Call

- While on call, press the **Transfer** key.
- Enter the transfer to number, and then press the **Trans.** Softkey to transfer the call.

## Consultative transfers

A consultative transfer allows you to consult with a party before transferring a caller to them.

- While on call, press the **Transfer** key.
- Enter the number, or select the **Contact** you want to transfer the call to.
- The party's phone will ring and you will be able to speak with the party before transferring the caller to them.
- Press the **Transfer** key to transfer the caller to the party you consulted with.
- The caller is now connected to the party you transferred them to.

## USING VOICEMAIL

### Access Voicemail from your phone

- Press the **Voicemail** key on your phone or dial **1400** and press the **Dial** Softkey.
- Follow the voice prompts.

### Access Voicemail from anywhere

- Call 508-565-1400 and follow the voice prompts.



# Telephone Quick Guide

Getting started with your new 440HD Skype for Business phone.



## Questions?

Check out our Knowledge Base on [www.stonehill.edu/IT](http://www.stonehill.edu/IT)

Contact the  
**IT Service Desk**

Phone:  
508.565.1111

Email:  
[service-desk@stonehill.edu](mailto:service-desk@stonehill.edu)



## 440HD PHONE OVERVIEW



### Dialing on Campus

Dial the **4-digit extension** and then press the **Dial Softkey** on your phone.

### Dialing off Campus

#### Local Calls

Dial the area code + number

*The local calling area is Easton, Brockton, Mansfield, Norton, Sharon, Stoughton, and Taunton.*

#### Long Distance Calls

Dial 1 + area code + number

#### International Calls

Dial 011 + country code + city code

### Place a call on hold and resume the call

- Press the **Hold** button when on a call.
- While on hold, press the **Resume Softkey**.

### Place a call on hold and make another call

- Press the **Hold** button, then press the **≡ Softkey** and select **New Call**.
- Then, enter a phone number and press the **Dial Softkey**.
- To return to the held call, press the **End Softkey** to end the new call, and then press the **Resume Softkey**.


### Send to Voicemail

- Press the **To VM Softkey** to send an incoming call directly to voicemail.

### Redial a Number

- Press the **Redial** button
- Use the **Down arrow** to select the number you want to redial and press the **OK** button.

### Mute Yourself

- Press the mute  key.
- To resume the conversation, press the mute key again.

## FAVORITES & SPEED DIAL

### Add Favorites in the Skype for Business Application

These steps must be followed in the Skype for Business Application on your PC.

- Type the name of the Contact you want to add to your Favorites group into the **Find...** field.
- Right click on the **Contact** you wish to add and select **Add to Favorites**.
- The **Contact** will now be available in your **Favorites** list in Skype for Business, and on the Favorites list under the Contacts on your Skype for Business telephone.

### Adding Speed Dial Contacts

- Press the **Speed Dial Button** you want to assign to a Contact.
- On the **Function Key #** screen, choose **3. Select from Directory...** from the list.
- On the **Favorites** screen, arrow down to the contact you want to add, and then press the **OK** Key.
- On the **Details Favorite** screen, leave the **Sip URL** for the contact selected, and press the **Select Softkey**.
- Select **2. Key Label** from the list and use the keypad to type in how you want to contact name to display.
- Press the **Save Softkey**.
- The contact will display in your **Speed Dial Buttons**.