

* Be sure your current office phone number is listed at OneStart to ensure correct caller id. See instructions at <http://phonebook.iu.edu/mylisting.cfm>

Diagram of phone CX600



Making phone calls

Dial numbers as follows, and then either lift the receiver or press the Speakerphone key.

- **On-campus calls (IUB and IUPUI):** You can dial any on-campus number at either the IUB or IUPUI campus by dialing only the last five digits, e.g., 5-XXXX, 6-XXXX, 7-XXXX, or 8-XXXX.
- **On-campus calls (regional campuses):** For calls on your campus, dial the last four digits of the number. For calls to another IU campus, dial the 10-digit number, e.g., 812-XXX-XXXX. Do not dial 9 before the number.
- **Off-campus local calls:** Dial the 10-digit number, e.g., 812-333-1212 or 317-555-1212. Do not dial 9 before the number.
- **Direct dial long distance calls:** Dial the 10-digit number, i.e., the area code plus the seven-digit number. Do not dial 9 before the number. When you hear the stutter dial tone, enter your authorization code.
- **International calls:** Dial 011 plus the international number. (You may see the numbers 256 before the 011 on your display.) Do not dial 9 before the number. When you hear the stutter dial tone, enter your authorization code.

Locking and unlocking the phone: **CURRENT UNLOCK PIN**

When your phone was first installed, you created a six-digit PIN for locking and unlocking your phone.

- If you have forgotten it, or the one you have doesn't work, you can go to the web site <https://lync.ads.iu.edu/dialin> and create a new one. You will need to sign into the website as ads\username along with you network passphrase

The Polycom CX600 is automatically locked when you are not logged into the computer, the computer is locked, or the phone is idle for 60 minutes. When the phone is locked, functionality is limited; for example:

- You can make and receive calls.
- You cannot transfer a call. In order to transfer the call, you need to unlock the phone; you can do this without putting the call on hold.
- You cannot access your voice mail or calendar.
- You can see the time of your next meeting.

To manually lock the phone, press the Menu button (the center button under the screen), and select **Lock Phone** using the Right Select or Left Select button (the buttons to either side of the Menu button).

To unlock the phone, do one of the following:

- Log into the computer (Windows only)
- Press the Left Select button (the left button under the screen). The PIN entry screen appears. Enter your PIN using the telephone number keys, and then press the Left Select button or OK button (the round button between the up and down arrow keys).

Transferring a call

- Press the Menu button (the center button under the screen).
- Use the up and down arrow keys to the right of the screen to scroll down to **Transfer directly to...**, and then press the Left Select button (to the left below the screen).
- Enter a phone number on the phone keypad, or use the arrow keys to scroll through the names that appear on the screen, and select a name by pressing the round OK button between the arrow keys.
- Press the Right Select button to transfer the call.

Forwarding calls

You can configure your phone so that all incoming calls are forwarded to another number or one of your contacts. You can also forward calls while the phone is ringing.

To change your forwarding settings from the CX600 phone:

1. Press the Menu button (the center button under the screen).
2. Use the up and down arrow keys to the right of the screen to scroll down to **Call Forwarding**, and then press the Left Select button (to the left below the screen).

You can then select from the following options:

- **Do not forward calls**
- **Forward to voice mail**
- **Forward to one of my numbers**
- **Forward to a contact**
- **Simultaneously ring one of my numbers**

Accessing voice mail: For voice mail instructions, go to URL: <http://kb.iu.edu/data/axem.html>