

Using the SFB CX300 Phone

Note: To use your CX300 SFB hard phone, you must be signed-in to the SFB soft phone (or client software) on a Windows computer.



Skype for Business

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The Phone Face



Voice Mail indicator

The Voice Mail indicator light **DOES NOT** function when this phone is connected to a Mac. You will receive notification of new Voice Mail in Outlook.

Answer a Call

To answer a call, choose one of three options:

1. Lift the **Handset**.
2. Press the **Speakerphone** button.
3. 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.

Note: Mac users will not hear a dial tone.

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 **Hold** button.



Redial a Number

To redial a number:

1. Press the **Redial** button.



Record Your Voice Mail Greeting

To record your voice mail greeting:

1. Press and hold the **1** key.
2. Say **Personal Options** into your handset.

The Voice Mail system is voice activated.
Follow the instructions given to you by the SFB assistant.

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



Check Your Voice Mail

The Voice Mail indicator light appears red on the **1** key of your phone if you have a message waiting for you.

To check your voice mail:

1. Press and hold the **1** key.
2. Say **Voice Mail** into your handset.
3. Follow the instructions for checking your voice mail.



To check your voice mail from another campus 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.

Reset Your Voice Mail PIN

You are asked to create a Voice Mail PIN the first time 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**.