

# DIGIUM PHONE USER GUIDE



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**Questions?**  
Call the Help Desk at 540.441.8920  
or email us at [helpdesk@phc.edu](mailto:helpdesk@phc.edu).

## First Time Users

Use a web browser to access the user portal at <https://pbx.phc.edu>. You must use this portal to set up call rules and choose your rapid dial buttons.

## Set Up Voicemail

Dial 8999. When prompted, dial your password (default password is your extension number). Dial 0 for options. You may then set up your personalized voicemail greetings and your name. To change your voicemail password, dial 4 from the main voicemail menu.

## Make A Call

Pick up the handset, or press a line key and dial a number. Or, dial a number and press the “Dial” softkey. You can also use “Contacts” or “Call Log” to find the number you want. Then, press the “Dial” softkey.

## Place a Call on Hold

During a call, press “Hold”. The line key will flash red. To resume that call, press either the flashing line key or the “Resume” softkey.

## Transfer A Call

Active: During a call, press the “Transfer” button. Enter a number or press the “Contacts” softkey to find a number. Press the “Dial” softkey. When someone answers, inform them of the call on the other line, and then press “Transfer.”

Passive (Blind): During a call, press the “Transfer” button. Enter a number or press the “Contacts” softkey to find a number. Press the “Transfer” softkey. The transfer is complete.

Transfer to Voicemail: During a call, press transfer. Enter a number or press the “Contacts” softkey to find a number. Press the “Show” softkey and select transfer voicemail.

## Forward to Another Phone

Select the “More” softkey twice, then press the “Forward” softkey. Type in your desired extension or press the “Contacts” softkey to search and then press the “Set” softkey. To cancel the forward, use the “Off” softkey.

## Change Ringtone

Select the “More” softkey twice, then press the “Menu” softkey. Scroll down to “Preferences” using the Navigation Pad, then press the “Select” softkey. Scroll down to “Sound Settings” and “Select.” Highlight “Default Ringtone” with the Navigation Pad, and press the “Change” softkey. You may select a new ringtone from the options available. Press the “Preview” softkey to listen to the ringtone.

## Access Voicemail

Press the “Messages” button. When prompted, enter your password (default password is your extension number).