Placing a Call

You can place a call with the Cisco IP Phone in any of the following ways:

- Lift the handset
    Or
- Press a line button
    Or
- Press the *NewCall* soft key
    then
- Dial the number using 8 to get an outside line.
- Long distance calls will require a long distance code. You will be prompted for the code with two beeps and the phone screen will display ********. After entering your code, press #.

To use a Headset

- Press *HEADSET*
- Dial the number using 8 to get an outside line.

To use the Speakerphone

- Press *SPEAKER*
- Dial the number using 8 to get an outside line

Answering a Call

When a call comes in, you can answer a call using one of the following, handset, headset, or speakerphone.

- Lift the *Handset*

- Press *HEADSET*
- Press the *Line Button* of the incoming call.
- Press the *Answer soft key*
- Press *SPEAKER* button.

Ending a Call

You can end a call using any of the following ways:
Handset

- Hang up the *Handset*.
Headset
- Press the *EndCall* soft key.
Speakerphone
- Press *SPEAKER*.

Muting a Call

While on a call, you can mute the handset, headset, or speakerphone; this prevents the party you are speaking to from hearing.

To mute a call,

- Press **MUTE**.
- The red light will appear and you will hear 1 beep acknowledging that the Mute is activated.
To disengage mute
- Press **MUTE** again.
- Red light will disengage and you will hear 2 beeps acknowledging call is active.

Placing a Call on Hold

While on a call, you can place the call on hold, so that the caller cannot hear you and you cannot hear the caller.

To place a call on hold

- Press the **Hold** soft key.

To return to the call

- Press the **Resume** soft key.
- Select the line button of the call on hold.

Multiple calls on hold

- Select the Line button of the call on hold

Transferring a Call

Transfer allows you to send a call to another extension.

To perform a transfer:

- Press the **Trnsfer** soft key.
- Dial the number to which you wish to transfer the call
- Listen to ringing
- Announce the caller
- Press **Trnsfer** soft key again
- Hang up

If the party refuses the call

- Press the **Resume** soft key to return to the original call.

Conference Calling

Conferencing a call allows up to 3 different people on one phone call.

- To conference answer the call
- Press the **More** soft key.
- Press **Conf** soft key
- Type in who you want to conference (outside line 8) or extension.
- Then hit **Conf** to bring in all the users.
- Repeat process for multiple users to join in on conversation.

Viewing list of conference participants

- While on a conference call, select **More**, then press **ConfList** and you will see a list of participants in the conference call

Removing parties from Conference Call

- If you initiate the conference call you can remove certain parties, to complete this press **More**, then select **ConfList**, then using the arrows scroll through the names. When you are highlighted on the name you wish to remove select **Remove**

Redialing the Last Number Dialed

Redialing allows you to save a number you most recently dialed. You can redial the number by simply pressing the Redial soft key.

- Lift the handset
- Press the **Redial** soft key

Call Park

Call Park allows you to place a call on hold and allow anyone in the office to retrieve the call.

- Answer the call.
- Press the *More* soft key.
- Select the *Park* soft key.
- Note where call is parked (i.e. #15)

To retrieve a parked call

- Pick up the handset and type in the parked number (i.e. #15)

Forwarding All Calls

Forward all Calls allow you to redirect all of calls to another phone.

- Press the *CFwdAll* soft key
- Listen for two beeps
- Enter the number to which you want to forward calls (if you are forwarding to an outside number, you must enter 8 before the number)
- Look for flashing right arrow to appear in upper-right corner of LCD (confirmation)
- Look for message on LCD with the number your calls are forwarded to

Note: Equivalent of DND is **CFwdAll** Then **Messages**; this will place all calls into the voicemail system without your handset ringing.

To cancel forwarding of all calls
- Press the *CFwdAll* soft key
- Listen for one beep

Note: Flashing arrow should no Longer appear in upper right corner.

Adjusting the Ringer Volume

- Press the *Volume* key to hear a sample ring
- Press the up or down *Volume* key to adjust volume

Viewing or Dialing Missed Calls

Missed calls option on the Directory menu allows the user to view call history and call back missed calls.

- Press the *Directories* button
- Press the *Select* soft key to select Missed Calls
- Look at call history on LCD
- Press *EditDial* soft key to prepend the necessary "8" to return call.
- Press *Exit* soft key twice to exit Directory

Making Calls from a Corporate Directory

- Press the *Directories* button
- Use the scroll key to select *Corporate Directory*
- Press the *Select* soft key to display the directory
- Use the scroll key to select the search option
- Use the numbers corresponding to the letters on the dialing pad
- Press the *Dial* soft key to dial number

Accessing Online Help

Users have access to detailed online help for most phone keys and functions.
- Press the **?** button
- Press any key to display online help for that key
- Press the **?** button twice to display information

Changing the Ringer Type

- Press the *Settings* button
- Select *Ring Type*
- Press the *Select* soft key
- Press the *Scroll* key to view different ring types
- Press *Play* soft key to hear ring types

- Press *Select* and then **OK** soft key to choose ring.

Adjusting the Handset, Speaker, Headset Volume

- While on a call, press the up or down volume button
- Press the *Save* soft key

Note: the volume buttons adjust the volume for the active voice receiver.

Changing the LCD Contrast

- Press the *Settings* button
- Select *Contrast*
- Press *Up* or *Down* soft keys to adjust the contrast levels.
- Press *OK* to save your settings.

Setting Up Voice Mail

- Press *Messages* button
- Default password is "12345"
- Follow the guided instructions.

Distinctive Rings

- A single ring indicates an internal call
- A double ring indicates an external call.

Accessing Voice Mail

Inside Office – your phone

- Look for message waiting indicator on handset
- Press the *Messages* button
- Enter your password followed by the "#"

Inside Office – other phone

- Press the *Messages* button
- Press "*"
- Enter your extension followed by the "#"
- Enter your password followed by the "#"

Outside Office

- Dial your direct dial number
- When your voice mail answers, press the "#" key
- Enter your extension followed by the "#" key
- Enter your password followed by the "#"key

Message Notification

Setting your Callback Number

- Log into your voice mail box
- Select Option "4"
- Select Option "2"
- Select Option "1"
- Select Option "4" for Spare Phone
- Select Option "3" to change callback number
- Enter "8" plus your local phone number

Enabling or Disabling your Message Notification

- Log into your voice mail box
- Select Option "4"
- Select Option "2"
- Select Option "1"
- Select Option "4" for Spare Phone
- Select Option "1" to Enable\Disable your Greeting.