

CISCO IP Phone



Basic Call Features

You can place calls with the handset or speaker. The speaker is designed to be used for “hands-free” dialing and speaking.

To place a call within the District, do **ONE** of the following:

- Lift the handset and dial the **extension number only**; or
- Press the LINE (your extension) button and dial the extension number; or
- Press the SPEAKER button and dial the extension number; or
- Press the **NewCall** soft key and dial the extension number.

To place an outside call, do **ONE** of the following:

- Lift the handset, press 9 for an outside line, and dial the number; or
- Press the LINE (your extension) button, press 9, and dial the number; or
- Press the SPEAKER button, press 9, and dial the number; or
- Press the **NewCall** soft key, press 9, and dial the number.

To answer a call, do **ONE** of the following:

- Lift the handset; or
- Press the LINE button associated with the call; or
- Press the SPEAKER button; or
- Press the **Answer** soft key.

To end a call, do **ONE** of the following:

- Hang up the handset; or
- Press the SPEAKER button (if using speakerphone); or
- Press the **EndCall** soft key.

To place a call on hold:

- While on a call, press the **Hold** soft key.
- To return to the call, press the **Resume** soft key.
- If multiple calls on the same line are on hold, use the scroll keys to select the desired call before you press **Resume**.

To redial the most recently dialed number:

- Lift the handset, and press the **Redial** soft key, or simply press the **Redial** soft key to activate the speakerphone.

To mute a call:

- Press the MUTE button. The mute button automatically lights, indicating that the calling party cannot hear you.
- To turn off mute, press MUTE again (or lift the handset).

To change between handset and speakerphone during a call:

- *Handset* → *speakerphone*: Press the SPEAKER button and hang up the handset.
- *Speakerphone* → *handset*: Lift the handset.

Call Transfer

To perform an unattended call transfer:

- During the call, press the **Transf..** soft key. This places the call on hold.
- Dial the number or extension to which you want to transfer the call and press **Transf..** again.
- Hang up.

To perform an attended call transfer:

- During the call, press the **Transf..** soft key. This places the call on hold.
- Dial the number to which you want to transfer the call.
- When the party answers, announce the call.
- If the party accepts the call, press **Transf..** and hang up. If the party refuses or does not answer the call, press **Resume** soft key to return to the original call.

Conference Calls

To place a conference call:

- During a call, press the **More** soft key and then the **Confrn** soft key. This will automatically open a new line and place the other party on hold.
- Place a call to another person.
- When the call connects, press **Confrn** again to add this person to the conference call.

Volume Controls

To adjust the volume for the current call:

- Press the UP or DOWN volume key to adjust the volume for the speaker or handset.

To adjust the volume for all calls:

- Press the UP or DOWN volume key to adjust the volume to the desired level.

To adjust ringer volume for all calls:

- Press the VOLUME button to hear a sample ring.
- While the ring plays, press the UP or DOWN volume key to adjust the volume to the desired level.

Ring Sound

To change the ring sound:

- Press the SETTINGS button.
- Select **User Preferences**.
- Select **Rings** from the Settings menu.
- Press the **Select** soft key.
- To scroll through the list of ring types, press the scroll key. Press the **Play** soft key to hear the selected ring type.
- When you find the ring you want, press the **Select** soft key and then the **OK** soft key.

Voice Mail

The system is set up so that a message can be retrieved from either voice mail or e-mail. If you retrieve your message through e-mail, you will see an attachment that is wave file. Double click the attachment icon to open and listen to your message. You can then either save, forward, or delete the e-mail message. Be aware if you delete the e-mail message that also deletes the voice mail message and vice versa.

To set up voice mail:

- Press the **MESSAGES** button and follow the voice instructions. The default password is "12345". (For security reasons, you should change your password **as soon as possible**. Your password can be a maximum of 5 digits.)

To access voice mail:

- Press the **MESSAGES** button and follow the voice instructions. The red light on your handset lights when you have a voice mail message.

To access voice mail from an outside location:

- Call the main number for your school/office.
- Press * key to go to your messages
- It will ask for your ID. Put in your extension number.
- It will prompt for your password. Enter your password.