



Cisco IP Phone

Procedures for Using the Phone

Crandall ISD

Cisco IP Phone Features



To Place an In-District Call



- Lift the handset & **dial the extension only.**

OR

- Press the LINE (your extension) button & dial the extension.

OR

- Press the SPEAKER button & dial the extension.

OR

- Press the **NewCall** soft key & dial the extension.

To Place an Outside Call



- Lift the handset, press 9 for an outside line, & dial the number.

OR

- Press the LINE (your extension) button, press 9, & dial the number.

OR

- Press the SPEAKER button, press 9, & dial the number.

OR

- Press the **NewCall** soft key, press 9, & dial the number.

To Answer a Call



○ 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



- 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

To Transfer a Call



- During the call, press the **Transf..** soft key.
- Dial the number or extension to which you want to transfer the call.
- For an unattended transfer, press **Transf..** again & hang up.
- For an attended transfer, When the party answers, announce the call.
 - If the party accepts the call, press **Transf..** & hang up.
 - If the party refuses or does not answer, press **Resume** soft key to return to the original call.

To Place a Conference Call



- During the call, press the **More** soft key until the **Confra** soft key is displayed.
- Press the **Confra** soft key. This will automatically open a new line & place the other party on hold.
- Place a call to another person.
- When the call connects, press **Confra** again to add this person to the conference call.

To Change the Ring Sound



- Press the **SETTINGS** button.
- Select *User Preferences* from the Settings menu.
- Select *Rings* from the User Preference menu.
- Press the **Select** soft key.
- Use the scroll keys to view the list of ring types.
- 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 messages can be retrieved from either voice mail or email.

- To set up voice mail: Press the **MESSAGES** button & follow the voice instructions. The default password is "12345".
(See next slide for details.)
- To access voice mail: The red light on the handset will flash. Press the **Messages** soft key & follow the voice instructions.



To Set Up Voice Mail



- When setting up voice mail you will be prompted to change your name. Make sure you enter a # sign after saying your name.
- Proceed with changing your greeting.
- Proceed with changing your password – a minimum of 4 digits.
- Continue and enter # sign to be listed in the directory
- Make sure that you continue until you hear a message that you have successfully finished enrollment.