


Cisco Telephone



1. Programmable buttons

Depending on configuration, programmable buttons provide access to:

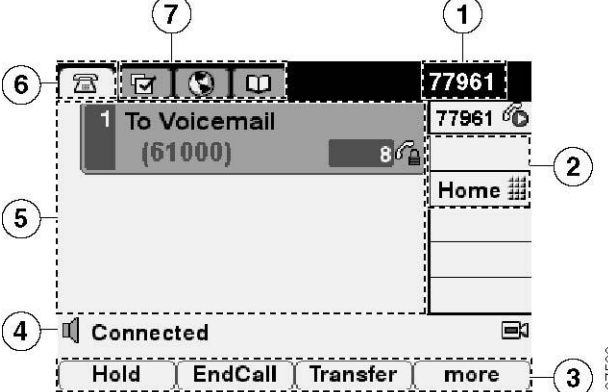
- Phone lines (line buttons)
- Speed-dial numbers (speed-dial buttons)
- Web-based services (for example, a Personal Address Book button)
- Phone features (for example, a Privacy button)

The buttons illuminate to indicate status:


- Green, steady—Active call on this line (off-hook)
- Green, blinking—Call on hold on this line
- Amber, steady—Privacy feature enabled
- Amber, blinking—Incoming call ringing on this line
- Red—Shared line, currently in use
- No color—No call activity on this line (on-hook)

2. Phone screen	Shows phone features.	10. Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
3. Footstand button	Allows you to adjust the angle of the phone base.	11. Mute button	Toggles the Mute feature on or off. When Mute is on, the button is lit.
4. Messages button	Typically auto-dials your voice message service (varies by service).	12. Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
5. Directories button	Opens/closes the Directories menu. Use it to access call logs and corporate directories.	13. Navigation button	Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items.
6. Help button	Activates the Help menu.	14. Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
7. Settings button	Opens/closes the Settings menu. Use it to control phone screen contrast and ring sounds.	15. Softkey buttons	Each button activates a softkey option (displayed on your phone screen).
8. Services button	Opens/closes the Services menu.	16. Handset light strip	Indicates an incoming call or new voice message.
9. Volume button	Controls the volume and other settings.		

Phone Screen Features



1. Primary phone line	Displays the phone number (extension number) for your primary phone line. When several feature tabs are open, the phone number and the time and date alternate appearing in the display area.
2. Icons for programmable buttons	Icons that indicate how programmable buttons are set up on your phone: <ul style="list-style-type: none"> ☎ Phone line icon—Corresponds to a phone line and reflects the call or line state. ☎ Speed-dial number icon—If available, corresponds to a speed-dial. ☎ Phone services icon—If available, corresponds to a web-based phone service, such as the Personal Address Book.

3. Softkey labels	Each displays a softkey function. To activate a softkey press the softkey button 	6. Phone tab	Indicates call activity.
4. Status line	Displays audio mode icons, status information, and prompts.	7. Feature tabs	Each feature menu has a corresponding tab, e.g. Settings, Directories, Messages, Services.
5. Call activity area	Displays current calls per line, including caller ID, call duration, and call state.		

Cisco Telephone

Making a Call

- Lift the handset.
- Dial the phone number of the person you wish to reach.using the following criteria:
 - **On-campus** – Dial the five digit extension
 - **Off-campus within the 540 area code** – Dial 9+number.
 - **Off-campus within VA** – dial 8-1-area code-number (Cheapest).
 - **Off-campus, outside VA or if busy when using the 8** – dial 9-1-area code-number (Billable).

Making a call using the speaker phone

- Press the softkey button below **New Call** and enter the phone number or enter the phone number , press the **SPEAKER** button, then press the softkey button .

Speed Dial a Number

- Press if the speed dial is on a button
- If the speed dial is not on a button, dial the number of the speed dial and press the softkey below **AbbrDial**

Call Transfer to Inside Extension

- While on a call, press the softkey button below **Transfer**.
- Dial the number you wish to transfer the call to.
- If desired you may speak to the person you're transferring the call to.
- Press the softkey button below **Transfer** again to complete the transfer.

Call Transfer to a Voice Mailbox

- While on a call, press the softkey button below **Transfer**.
- Press the "*" button.
- Dial the five digit extension number.
- Press the softkey button below **Transfer** again or hang up.

Customizing Rings

- Press the Settings button .
- Select **User Preferences**.
- Select **Rings**.
- Select a phone line or default Ring
- Use the navigation button to scroll through the ring types.
- Press the softkey button below **Play** to hear a selected ring.
- When you find the ring you want, press the softkey button below **Select**.
- Press the softkey button below **Save**.
- Exit out of User Preferences.

Making a call using one of the directories

- Press the Directories button.
- Scroll to the directory that you want to look at using the navigation button.
- Press the softkey button below **Select** to select a directory.
- Scroll to the entry you want.
- With the entry highlighted, you can now press the softkey button below **Dial** to dial the number.
- If the directory selected is the **CORPORATE DIRECTORY**, then you can do a search by entering a character or characters into one of the fields shown, and then press the softkey button below **Search**. If you press the softkey button below **Search** without entering any characters, you can scroll through 64 entries of the address book.

Checking your Voice Mail.

- Press the **MESSAGES** button.
- Enter your password.

Checking your Voice Mail Off Campus

- Dial your phone number and wait for your greeting to play.
- During your greeting press "*".
- Enter your "ID" (5 digit extension) followed by "#".
- Enter your password followed by "#".
- To access your mailbox, press "2".

Conference Calls

- Dial the number as described in "Making a Call" to place the first call.
- Once the party has answered, press the softkey button below **More**.
- Press the softkey button below **Confrn**.
- Call the next party.
- Once the second party has answered, press the softkey button below **Confrn**. The Conference is now established.
- You may add additional parties to the conference call by repeating the above steps.
- Only the person who made the first call can add people to the conference.

Adjusting Volume

- Press the volume button to change the volume during a call or while invoking a dial tone. To make it permanent you need to push the softkey button below **Save**. Note: The volume settings for handset, speaker phone, and headset must be adjusted separately.



Answering a Call

- Pick up the handset
- For headset or speakerphone, if the button is not already green, then press or . Next press the softkey button below **Answer** or .
- If you are already on the line, press the softkey button below **Answer** or and the first call will automatically be placed on hold.

Placing a Call on Hold

- While on a call, press the softkey button below **Hold** on the video screen.
- You may now press the button below **New Call** on the video screen to place another call, or press the softkey button below **Resume** to reconnect to the original call.
- The call will automatically be put on hold if another call comes in and you press the button below **Answer** or press the blinking amber button next to the new call or if you press one of the round buttons for a new line.

Ending a Call

- Hang up or press the softkey button below **EndCall**.

Parking a Call (to pick up the call on another telephone)

- While on a call, press the softkey button below **More**.
- Press the softkey button below **Park**.
- Note the number on the telephone's display (e.g. Call Park at 79101). This will only be in the display for a few seconds.
- To pick up the call at another telephone, dial the Call Park number (e.g. 79101). You will now be reconnected.