

CISCO IP Phone BASIC USER GUIDE

ACCESSING ONLINE HELP

1. Press the ? button, then press any key to display help for that key.

USING THE LCD ICONS

1. The icons on the screen change depending on the task you are currently performing.

HANDSET, SPEAKERPHONE AND HEADSET VOLUME

1. To increase or decrease the volume of your handset, speakerphone or headset, press the up or down volume button. The volume buttons adjust the volume for the currently active condition.
2. To save the setting, press SAVE.

ADJUSTING THE RINGER VOLUME

1. Press the VOLUME key to hear a sample ring. Press the up and down arrows to reach the desired level.

CHANGING THE RINGER SOUND

1. Press the SETTINGS button, select 1 USER PREFERENCES, then select 1 RING TYPE.
2. Press the SELECT soft key.
3. Select a line or the default ring setting and press SELECT. Each line can have a unique ring.
4. Press the scroll key to scroll through list. Press the PLAY soft key to hear ring.
5. When you find the ring you want, press SELECT and then press the OK soft key.
Exit the setting menu. (Please do not select the "are you there?" ring.)

CHANGING THE LCD CONTRAST

1. Press the SETTINGS button, select 1 USER PREFERENCES, then select 3 CONTRAST.
2. Press the Up or Down soft keys or the volume keys to set the desired intensity.
3. Press the OK soft key to accept your changes.
Save then Exit the Setting menu.

PLACING A PHONE CALL

1. You may dial the number before lifting the handset - then lift the handset or press the SPEAKER button or press the DIAL soft key to place the call.
To change from handset to speaker, press SPEAKER button and hang up the handset.
2. To place a call using the speakerphone, press SPEAKER or NEW CALL and dial.
To change to handset, lift handset.
3. To place a call using a headset, plug the approved headset into the back of the phone base and press unlit HEADSET button before or after dialing number. If HEADSET button is lit green, press NEW CALL to place a call. Press ENDCALL when done to remain in headset mode.

*The volume and mute controls also adjust volume to the ear piece and mute the speech path of the headset.

Other interactions:

Your line will let you place another call even if you have an existing call on that same line.

To do so, simply place the current call on Hold and press New Call.

ANSWERING CALLS

1. Lift handset, or press ANSWER soft key, SPEAKER key or HEADSET key.

If you have a second call, you will hear a call waiting tone during your conversation.

2. Press line of incoming call to answer second call (first call is automatically put on hold), or press ANSWER.
important interactions:

If you have multiple lines on your set, you will need to press the line key to answer your ringing line.

Other ringing lines on your set may alter your soft key features when you are on a call: press your active line key to be offered other features (your current call will not be affected).

ENDING A CALL

1. Hang up handset, or press END CALL soft key for headset or speaker mode, or press SPEAKER button for speaker mode. Do not press the HEADSET key unless you wish to end headset mode.

MUTING A CALL

1. To mute, press MUTE. Press MUTE again to disengage.

PLACING A CALL ON HOLD

1. Press the HOLD soft key.
2. Press RESUME soft key to return to a call. If multiple calls are on hold, press line button of desired call.

Important interactions:

If multiple calls are on one line, use the NAVIGATION key to select the call on Hold and press RESUME.

If you placed a call on Hold and replaced your handset, you must use the Navigation key to select the call on Hold and press Resume.

PARKING A CALL

1. While on a call, press MORE soft key until you see PARK tab.
2. Press PARK. The display shows the number where the call is parked.
3. To retrieve the parked call from any phone, lift handset and dial number where call is parked.

TRANSFERRING A CALL

1. During a call, press the TRANSF soft key. This places the call on hold.
2. Dial the number you wish to transfer caller to.
3. When ringing begins, press TRANSF again, or wait for party to answer then press TRANSF.

If party refuses call, press END CALL, then RESUME soft key, or extension key where call is held.

note: Transfer a call to an extension and after 4 rings the caller can leave a message for an employee. –or–

Directly transfer a caller to an extension's voice mail greeting (and bypass ringing the phone) by using the transfer key and sending the call to *and the 5 digit extension number.

TRANSFERRING TWO CALLS TO EACH OTHER

1. Scroll and highlight a call on the line and press SELECT. Repeat this for the second call.
2. Press the MORE soft key then press DIRTRFR. You are dropped from the call. To stay in the call press JOIN instead of DIRTRFR.

MAKING A CONFERENCE CALL

1. While on a call, press the MORE soft key, then the CONFRN soft key. This will put the first call on hold and select a new line.
2. Place a call to another number.
3. When a call connects, press CONFRN again to add this party to the conference.

When call originator hangs up, no additional parties can be added.

To drop a party out of a conference, press CONFLIST, highlight the name and press REMOVE. Only the initiator can remove participants. Press RmLstC to drop the last call added to the conference.

CALL PICKUP (optional)

1. Lift handset, press PICKUP soft key.
2. Press ANSWER soft key.

LAST NUMBER REDIAL

1. Lift handset and press REDIAL soft key.

CALL FORWARD

1. Press the CFWDALL soft key. You hear two beeps, then dial tone.
2. Enter the 5 digit extension, or press 9 and the number to which you wish to forward your calls.

A forwarded phone icon/arrow appears in the upper-right corner of the LCD, indicating all calls forwarded.

3. To cancel, press the CFWDALL soft key.

I-DIVERT

Press this key to send a ringing, active or held call immediately to your voice mail.

CALL BACK

1. While listening to an internal busy tone or ring, press CallBack, hang up.
2. When the extension becomes available, you are provided an audio and visual alert.
3. The call back to this number is not automatic; you must place the call.

VIEWING OR DIALING MISSED CALLS

1. Press the DIRECTORIES button.
2. Use the scroll key to select MISSED CALLS.
3. Press the SELECT soft key to select MISSED CALLS from the directory menu.
4. Press the DIAL soft key to dial a number from the missed call list.
5. To edit a number, such as adding a 9, use the EditDial soft key to add digits to

the beginning of the number

6. Press the EXIT soft key twice to exit the directory menu.

Caution: The Clear key in the directory erases data from both the missed, received, and placed calls.

VIEWING OR DIALING RECEIVED AND PLACED CALLS

1. Press the DIRECTORIES button.

2. Use the scroll key to select the desired call history option: Placed calls, Received calls.

3. Press the SELECT soft key to display the call history list.

4. Click the DIAL soft key to speed dial a number from the call history list.

5. Press the EXIT soft key twice to exit the directory.

Caution: The Clear key in the directory erases data from both the missed, received, and placed calls.

CAMPUS DIRECTORY

1. Press the DIRECTORIES button.

2. Use the NAVIGATION button or press 4 to select FC Staff Directory.

3. Search for the name by entering letters on your keypad and pressing SEARCH.

4. Select the name and press Dial soft key.

CCMuser Subscribed Features

Note: Changes made here may effect the operation of your phone.

Should this happen, your phone will be reset to default settings.

<https://fccm1.fullcoll.edu/ccmuser/showHome.do>

USING FAST DIALS (99 total)

1. Press SERVICES

2. Press NAVIGATION button to select FAST DIAL option (or press 2)

3. Press SELECT

4. Highlight number to dial

5. Press SELECT or number associated with fast dial

6. Press DIAL

USING MY ADDRESS BOOK

1. Press SERVICES

2. Scroll to select MY ADDRESS BOOK

3. Press SELECT

4. Enter a name using using your keypad and press SUBMIT, or just press SUBMIT.

5. Using the NAVIGATION button highlight the entry you want.

5. Press SELECT

6. Scroll through entry. Select number to dial