

Cisco Phone Guide



Line Buttons- Will display the phone lines you have access to.

Messages- Will direct you to the Voicemail Service

Directory- Will display the directory menu. Items included in the directory are: Missed, Received, & Placed calls.

Settings- allow you to personalize your phone. Options included in settings are: display contrast, ring type, & ring volume.

Volume Control- during a call, use the volume control to increase or decrease the volume of the handset & speaker phone.

Services- allow you to access My Address Book & My Speed Dials.

Scroll- navigate through the directories & settings.

Soft Keys- will change depending on the state of the phone is in (in or not in use).

Rear of Phone

Headset port – Plug your headset here

Phone line port – some headsets will actually plug here
10/100 PC – Ethernet port – This is where your computer connects to your phone (*unplugging this cable will drop your call*)

10/100 SW – This is where your phone line actually comes in (*this is also how your phone gets power and will drop your call if connected*)

AUX – Used for expansion modules (This is not used in most cases).

Foot stand – Controls the height/angle of the phone. The button on the right side of the phone releases this for adjustment.

Accessing Outside Lines

- Lift the H&set & dial the number preceded by '9' OR
- Press the Line, Speaker, Headset, **NewCall** buttons & dial the number preceded by '9'

Placing a Call on Hold:

- During a call, press the **Hold** soft key
- To return to the call, highlight the call & press the **Resume** soft key
- To place another call from that line, press the **New Call** soft key

Transferring a Call:

- Press the **Transfer** soft key (caller is put on hold automatically)
- Dial the number to transfer the call to
- When you hear ringing press **Transfer** button OR wait to announce call then press **Transfer** a second time
- ❖ To retract the transfer, press **End Call** prior to the pressing **Transfer** the second time, then press **Resume** to get the call off Hold
- ❖ Dial * + extension to transfer directly to voicemail.

Forwarding Calls:

- Press the **CFwdAll** soft key
- Dial the number to which you want to forward all calls OR press the Messages key to forward to Voicemail
- To end call forwarding, press the **CFwdAll** key

Using Corporate Directory:

- Press the *Directory* button
- Select Corporate Directory
- Enter a portion of the name & press Search
- Select the user & press **Dial**

Conference Calls:

- During a call, press the **More** soft key & then the **Confrn** soft key.
- Call the other party
- When the call connects, press the **Confrn** soft key again to add this party to the call
- ❖ To end the Conference prior to getting the third party on line, press **End Call** prior to the

pressing **Confrn** the second time, then press **Resume** to get the call off Hold

- Continue the previous steps to add additional parties to the conference call

Call History:

- Press the **Directories** button to display the directory menu:
- Use the *Scroll* key to highlight the desired history then press the **Select** soft key
- Use the *Scroll* key to highlight the desired number then press the **Dial** soft key place a call
- Use the **EditDial** key to change the number to dial out if needed (may need to add 9, 91, or remove some digits)

Ringer Volume:

- When the phone is on hook, you can change the ringer volume by pressing the volume control up or down repeatedly.
- Change the call volume by changing the volume while on a call, then press Save to retain the setting for the next call

Emergency Dialing:

- 911 can be dialed for Emergency services.
- Additionally, 9+911 will also reach Emergency services