Making a Phone Call
1. Lift the phone set or press the Speaker button.
2. On the keypad, enter the extension (inside TU) or press 6 and then the phone number (outside TU)
*For international calls dial 6+011 +country code+city code+phone number.

Answering a Phone Call
Pick up the phone set or press the Speaker button.

Placing a Call on Hold
1. While on a call, press the Hold softkey.
2. Press the Resume softkey to return to the phone call or press the flashing green line button.

Answering Multiple Calls on One Phone Line
1. While on a call and when another call comes in, press the navigation button to move to the second call. The second call will become highlighted.
2. Press the Answer softkey or press the green line button to pick up the second call.
3. The first call will automatically be put on hold.

Transfer a Call
1. During a call, press the Transfer soft key. This puts the call on hold.
2. Dial the number or office extension to which you want to transfer the call.
3. When it rings on the other end, hang up. Or, when the party answers, announce the call and hang up.
4. If you are using a handset, hang up.
5. If the party refuses the call, press the Resume soft key to return to the original call.
Setting Up Voicemail

1. Press the messages button.
2. You will be prompted to enter your PIN. If this is the first time you have gone through this process, type 1234 on the keypad.
3. You will be guided through the mailbox setup. You will be prompted to record your first and last name. You will also be prompted to record a personal greeting (or you may use the default greeting which is supplied by the phone). You will then be prompted to enter a new PIN number. This number must be at least 4 digits long.

Retrieving Voicemail from Your Phone

1. Press the messages button.
2. You will be prompted to enter your PIN followed by #. You will be told how many new messages you have and any saved messages you have. New messages will begin to play.

Note: You will also receive the voicemail message in your Outlook Inbox as a .wav file.

Sending All Calls to Voicemail

1. On your phoneset, press the CFwdALL softkey.
2. Press the messages button on your phoneset.
3. There are two indicators that you have forwarded all your calls to voicemail:
   - Forwarded to Voicemail appears at the bottom of the display.
   - There is a telephone icon in the top right corner of the display with an arrow pointing to the right.
4. To cancel, press the CFwdALL softkey again on your phoneset.

Voicemail Commands

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Adjusting the Ringer Volume

1. Press the + or – on the VOLUME button while the handset is in its cradle.
2. The setting is automatically saved.

Creating a Conference Call

1. During an existing call, press the More softkey.
2. Press Confn (Conference) softkey. The first caller will be put on hold automatically.
3. Enter the phone number of the conference participant on the keypad. (You may have 6 total participants.)
4. After the call connects and you speak with the conference participant, press the Confn softkey.
5. This will add the other party to the call. Your display will change to say To Conference.
6. Repeat these steps to add additional participants.
7. To end the conference call, press the EndCall softkey. All calls are ended.

Changing the Ringer Sound

1. Press the settings button on your phone.
2. Press 1 on your keypad for User Preferences.
3. Press 1 on your keypad for Rings.
4. Select the line you wish to change the ring for by pressing the navigation button to highlight.
5. Press the Select softkey.
6. An array of different ring tones will appear on the screen. Press the navigation button to move from tone to tone.
7. Press the Play softkey to hear a sample, if you wish.
8. When you find a tone you like, press the Select softkey.
9. After you have selected your ring tone, press the Save softkey.

Changing the Background

1. Press the settings button.
2. Press 1 for User Preferences.
3. Press 2 for Background Images.
4. Use the Navigation buttons to select an image or press the number of the image on your keypad.
5. Press the Select softkey.
6. Press the Save softkey.
7. Press the Exit softkey twice.

Changing the LCD Brightness

1. Press the settings button.
2. Press 1 for User Preferences.
3. Choose 4 for Brightness.
4. Press the Up or Down softkeys to move to the desired setting.
5. Press the Save softkey.
6. Press the Exit softkey twice.

Help

- Questions about this project can be directed to the OTS Telecom Help Desk at 410-704-5151.
- Self-help documents and a video tutorial may be found at www.towson.edu/phones. Click on the Training & Support link.

Call Icons on Phone Display

- Call Forwarding Enabled
- Call on Hold
- Connected Call
- Off-Hook
- On-Hook
- Incoming Call
- Shared Line in Use
- Incoming Call (flash on amber)
- Line is Active (steady green)
- Call on Hold (flash green)
- Shared Line in Use (steady red)

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