

CISCO IP Phone Quick User Guide



Fig	Name	Description
1	Handset With Indicator Light	Indicator light blinks when phone rings and remains lit to indicate a new voicemail message
2	Lcd Screen	Displays features such as: time, date, phone number, caller ID, etc.
3	Line/Speed Dial	Opens a new line, speed dials the number programmed and displayed
4	Foot Stand Adjust	Adjusts the angle of the phone base
5	Messages	Provides access to voicemail system
6	Directories	Provides access to call histories such as missed, received and placed calls
7	Help	Displays help on your LCD screen for a phone key or function
8	Settings	Provides access to user preferences such as ring sounds and backgrounds
9	Services	Provides access to phone services such as extension mobility
10	Volume	Increases/decreases volume of handset, headset, or speakerphone
11	Speaker	Toggles the speaker on or off
12	Mute	Toggles the mute on or off
13	Headset	Toggles the headset on or off
14	Navigation	Used to scroll and select
15	Dial Pad	Works exactly like the dial pad on a traditional telephone
16	Softkeys	Enables you to select any of the functions displayed on the LCD tabs

Making a Phone Call

1. Lift the phoneset or press the **Speaker** button.
2. On the keypad, enter the extension (inside TU) or press 6 and then the phone number (outside TU)



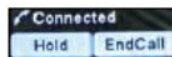
*For international calls dial 6+011 +country code+city code+phone number.

Answering a Phone Call

Pick up the phoneset 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 phone 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.



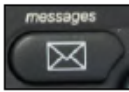
Transfer a Call

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.



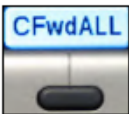
Retrieving Voicemail from Your Phone

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.

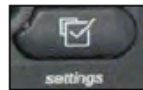


Voicemail Commands

	During the Message	After the Message
1	Restarts the message	Repeats the message
3	Deletes the message	
4		Forwards the message
5	Saves the message	Saves the message
6	Speeds up the message	Marks the message as new
7	Slows down the message	Skips back
9		Plays the message properties
*		Cancels playing the message

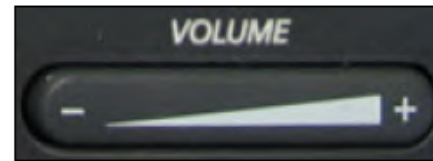
Changing the Ringer Sound

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.
10. Press the **Exit** softkey.



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 **Confrn** (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 **Confrn** 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 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 (flashing amber)
- Line is Active (steady green)
- Call on Hold (flashing green)
- Shared Line in Use (steady red)