Introduction

The Cisco IP Phone offers a variety of different ways to perform the basic features. This self-help document will teach you the basic features including making a phone call both on and off campus, answering a call, putting a call on hold and using the redial feature.

Making a Phone Call (both on and off campus)

There are a variety of different ways you may make both on and off campus phone calls using your Cisco IP Phone. This self-help document will address all of those ways.

Using the Handset for On-Campus Calls

Lift the handset and dial the 5 digit extension using the keypad. Your call will be placed and you can hear it ringing through the handset. You may reverse these instructions by dialing the 5 digit extension using the keypad first and then lifting the handset. You can hear it ringing through the handset.

Using the Handset for Off-Campus Calls

Lift the handset. Dial a 6 using the keypad. You will hear an unusual dial tone. Dial the off campus phone number. Your call will be placed and you can hear it ringing through the handset. You may reverse these instructions by dialing a 6 using the keypad and then dialing the off campus phone number. Lift the handset and you can hear it ringing through the handset.

Using the New Call Softkey for On-Campus Calls

1. Press the New Call Softkey on your phone. Your speaker will engage automatically. You will see the Speaker button light up and you will hear a dial tone.

   ![Figure 1](https://example.com/figure1.png)

2. Dial the 5 digit extension using the keypad. Your call will be placed and you can hear it ringing. You may pick up the handset or use the speaker phone.

Using the New Call Softkey for Off-Campus Calls

1. Press the New Call Softkey on your phone. Your Speaker will engage automatically. You will see the Speaker button light up and you will hear a dial tone.

2. Dial a 6 and you will hear an unusual dial tone.

3. Dial the off campus phone number using the keypad. Your call will be placed and you can hear it ringing. You may pick up the handset or use the speaker phone.
Using the √ Navigation Button or the Dial Softkey to Make a Phone Call on and Off campus

1. Dial the 5 digit extension for on campus calls or dial 6 followed by the off campus phone number using the keypad.

2. Press the √ which is nested in the middle of the Navigation buttons on your phone or press the Dial softkey.

3. Your Speaker will engage automatically. You will see the Speaker button light up and you will hear a dial tone. You may pick up the handset or use the speaker phone.

Answering a Call

When your phone begins to ring, you may answer a phone call in three different ways:

- Pick up the handset.
- Press the Speaker button.
- Press the Answer softkey. Your speaker will automatically become engaged.
Placing a Call on Hold

1. While on a call, press the **Hold** softkey.

2. Your softkey options will change and an orange and white blinking icon will appear beside the extension on the display.

3. Press the **Resume** softkey to return to the phone call or you may press the flashing green line button as well.

Redialing a Number

There are a variety of ways you may redial either a previously dialed number or a previously received phone number. They are defined below:

- Press the **Redial** softkey. The last number you called will be dialed.
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OR

- Press the first digit of the phone number you wish to redial. A list of numbers will appear on your screen. These are received calls.

![Figure 5]

- Use the ▲▼ navigation buttons to move to the appropriate number.
- Press the Dial softkey or the ✓ navigation button.

OR

- Press the directories button.

![Figure 6]

- A list of options will appear under Directories on the display. Use the ▲▼ navigation buttons to move to either Missed Calls, Received Calls or Placed Calls. Press the Select softkey, the number beside that selection on
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- your keypad (for example, press the #1 on your keypad if you wish to choose Missed Calls) or the √ navigation button to select.
- A list of numbers will appear. Use the ▲▼ navigation buttons to move to the appropriate number.
- Press the Dial softkey, the number beside that selection on your keypad or the √ navigation button.

Answering Multiple Calls on One Phone Line

If you are on a call and your phone rings, you may pick up the other call and the original call will automatically be put on hold. You may then switch between the two calls. You may get two incoming calls at one time 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.
4. After hanging up from the first call, press the Resume softkey to pick up the first call once again.

Figure 7