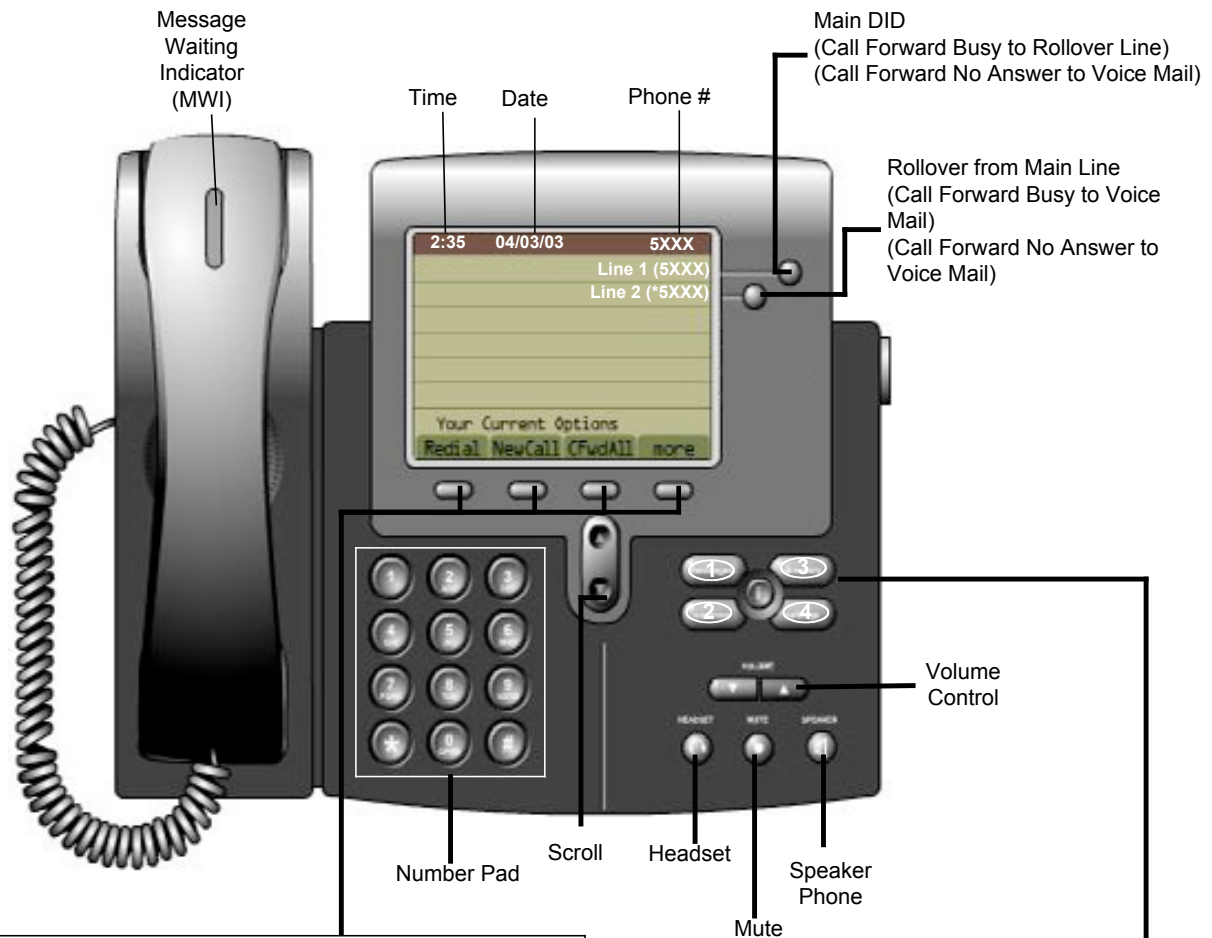


How to use your Cisco IP Phone



Soft Keys:

Redial: redials last call placed.
New Call: initiates dial tone.
CFwdAll: Forwards all calls to user entered #.
Pickup: Allows the user to pickup calls in users group.

Soft Keys while on a call:

Hold: Places the current call on hold.
Conf: Initiates a secondary dial tone to initiate a conference call.
Transfer: Allows user to transfer the current call to another extension.
Park: Puts a call in a temporary holding extension, to be picked up by dialing the parked extension.
More: Allows access to additional soft keys.

1-Messages:

The messages button gives users access to their personal voice mail box.

2-Services:

The services button will be used to access the MMC Corporate directory.

3-Directories:

This button gives users access to missed calls, received calls, and placed calls as well as the telephone system directory.

4-Settings:

Provides access to basic features such as contrast, ring type, and phone status.

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1. To Place or Receive a call:

- Lift the handset, or
- Press the **Speaker** button, or
- Using the headset, simply press the **Headset** button

Hint:

When placing a call, you can (quietly) dial the number before lifting the handset and then just press the Dial soft key or lift the handset to send the call.

2. To put a call on "Hold":

1. With a single call in process, use the **Hold** soft key. To resume the call, press the **Resume** soft key or the line button that was on hold.
2. With multiple calls in process, you can use the **Hold** and **Resume** soft keys or you can toggle between calls by using the associated line buttons.

3. To "Transfer" a call:

1. Depress the **Trnsfer** soft key then enter the extension or phone number you want to transfer the caller to, then press the **Trnsfer** soft key again.
2. To announce the transfer first, depress the **Trnsfer** soft key, enter the extension, when the user answers, announce who you are transferring and then press the **Trnsfer** soft key.
3. If you need to take the caller back, depress the **Resume** soft key and you will be reconnected with the caller.

4. To create a "Conference" call:

1. With the first call in progress, press the **More** soft key to see more soft keys and then the **Confrn** soft key. Dial the extension or phone number of the person you want to conference and once they answer, press the **Confrn** soft key a second time and the conference is set.
2. To add additional parties, (maximum of 6) repeat the above noted process.
3. As the originator of the conference, you can transfer the conference the same way you transfer a normal call.
4. During a conference call you can view the list of conference participants by pressing the **Confrn** soft key.

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Hint:

Please remember that if you created the conference call, when you hang up the conference call will be disconnected...with an exception; if one of the conference users is also using the IP Phone system, then the conference will continue.

5. To “Call Forward” all of your calls to an alternate location:

- Press the **CfwdAll** soft key followed by the extension or phone number you want your calls forwarded to. You will get a confirmation tone and the display will show the forward destination.
- To “Cancel” the call forwarding, simply press the **CfwdAll** soft key, you will get a confirmation tone and the forwarding is cancelled.

6. Redial

To “Redial” the last dialed number, simply press the **Redial** soft key and the last dialed number will be called.

7. Call Park

Call Park will give you the ability to place a call into a virtual waiting room and then the call can be retrieved from another location. To Park a call, please do the following:

1. With a call in progress, press the **Park** soft key. You will get a waiting room number in the display of the phone, ie. 3000
2. To retrieve the parked call, go to another phone and simply dial the number that was displayed as noted above. The caller will then be connected to you at the new location.

8. Meet Me Conferencing

Meet Me Conferencing provides the ability to establish a conference bridge that other users can dial into for a conference call. You can establish a conference call by following these steps:

1. Press **More** button to get to the **Meet Me** soft button.
2. Press the **Meet Me** button.

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3. Dial any **Meet Me** access code – “XXX” through “XXX”
4. Advise others to simply dial the same code after you have established it and they will be joined to the conference call.

9. Directories

The **Directories** button will give you access to the following:

- **Missed Calls** – A call that was not answered at your phone
- **Received Calls** – A call that was answered at your phone
- **Placed Calls** – A call that was made from your phone
- **Corporate Directory** – A listing of employees and extension numbers. This directory can be searched using the parties First Name, Last Name or Extension Number.

Hint:

To dial a number from the Missed Calls directory, you may have to press the Edit Dial soft key and add a 9 and a 1 to the phone number.

10. In Brief:

- You can clear the directories by using the **Clear** soft key on the main directory page – Please note, this will clear all 3 directories immediately.
- The **Messages** button is one touch access to voicemail. Press this button to be connected to the voicemail system.
- The **Settings** button will give you access to the following:
 - Changing the LCD contrast
 - Changing the ringer type
- The **Services** button will give you access to the following services:
 - Extension Mobility
 - Fast Dials
- The **Volume Bar** will raise or lower the volume of the Speakerphone, the Ringer and the receive volume of the Handset or the Headset.

Hint:

Remember to save your volume settings using the Save Softkey.