

Cisco IP Phone Quick Tips



Answering a Call:

To answer a phone call, you can do **any** of the following steps:

- Pick up the handset
- Press the “Answer” SoftKey button
- Press the speaker button

Answering Multiple Calls:

- Use the Navigation buttons to select the call to be answered
- Press the “Answer” SoftKey

Placing Calls on Hold:

- Press the “Hold” SoftKey button

To Take Calls off Hold:

- Press the “Resume” SoftKey button

Transferring a Call:

To transfer a phone call, follow these steps:

- Answer the call
- Press the “Transfer” SoftKey
 - The call is automatically placed on hold
- Dial the extension number
- When the person answers the call, announce the caller’s name
- Press the “Transfer” SoftKey again

DND (Do Not Disturb):

- Press the “DND” SoftKey to silence the ringer on your phone
- “Do Not Disturb is Active” displays on the Status Window
- Press the “DND” SoftKey to turn DND off

Making an External Call:

- Pick up the handset
- At the dial tone, dial 8 + number of the person you are calling

Making an Internal Call:

- Pick up the handset
- At the dial tone, dial the extension of the person you are calling

Placing a Conference Call:

- Answer the call
- Press the “More” SoftKey
- Press the “Confrrn” SoftKey
 - The first call is automatically placed on hold
- Enter the number of the person you want to include in the conference call
- When that person answers the phone, press the “Confrrn” SoftKey again
- Repeat steps for each additional person you want to add.


Corporate Directory:

- Press the Directories button.
- Use the Navigation Arrows to select **Corporate Directory**
- Press the “Select” SoftKey
- Use the Navigation Arrows to select **First Name** or **Last Name**
- Enter data using the **dial pad** to type name and press the “Search” SoftKey
- Use the Navigation Arrows to select the desired listing
- Press the “Dial” SoftKey

Voice Mail Quick Reference

First Time Setup:

To login first time:

- Press the Messages Button 
- Enter the default pin
 - 1 + your extension number
- Press the “#” button

Tutorial will walk you through setting up your mailbox:

Record Your Name for the Company Director:

- After the beep, speak your name
- Press the “#” button to accept it
- Press the “1” to re-record your name

Create Your Personal Greeting:

- Follow the prompts to create your personal greeting
- Press “1” to enter the greeting
- Press “#” button twice

Create New Pin:

- Follow the prompts to change your pin
- Enter your pin and press the “#” button
 - Your pin must be at least 5 digits
 - Cannot be your extension
 - Cannot repeat a number more than one time
- Enter your pin again and press the “#” button

Directory Assistance Listing:

- Follow the prompts to be listed in Directory Assistance
- Attendant should say you are listed in directory
- Press the “#” button to continue

Final Step for Mailbox Setup:

- Attendant says “...you have finished enrollment.”

To call directly into someone’s voice mail:

- Dial “*” and their extension

Options While Listening to a Message:

Skip: Press the “#” button. Message is **not** deleted

Repeat: Press “1”

Delete: Press “3”

Slower: Press “4” to slow down message

Faster: Press “6” to speed up message

Reverse: Press “7” to reverse in two-second increments.

Pause: Press “8” to pause

Forward: Press “9” to fast forward in two-second increments

Access Voice Mail:


Different Phone Internally:

- Call 43199
- When your voice mail starts, press the “*” button
- Enter your extension
- Press the “#” button
- Enter your pin
- Press the “#” button
- Press “1” to listen to your messages


Externally:

- Dial 854-3199
- Enter your 5-digit extension when prompted for your ID
- Press the “#” button
- Enter your pin
- Press the “#” button
- Press “1” to listen to your messages

To Change Your Personal Greeting:

- Press the Messages button 
- Enter your pin
- Press the “#” button
- Press “4” for setup options
- Press “1” for greeting options
- Press “1” to change greeting
- After current greeting is played, press “1” to re-record your greeting
- Press the “#” to save new greeting

To Change Your Pin:

- Press the Messages button 
- Enter your pin
- Press the “#” button
- Press “4” for setup options
- Press “3” for personal settings
- Press “1” to change pin
- Enter your pin and press the “#” button
 - Your pin must be at least 5 digits
 - Cannot be your extension
 - Cannot repeat a number more than one time
- Enter your pin again and press the “#” button

Options After Listening to a Message:

Save: After playing the message, press “2”

Delete: Press “3”

Forward Message: After listening to message, press “5”
Follow prompts to enter a name