

IP Communications Training



Getting To Know Your Phone



Placing a Call

DataServ

Placing calls:

1. Dial the number
2. Do any one of the following:
 - Lift the **"Handset"**
 - Press the **"Line"** button for the line you wish to use (Speaker button lights)
 - Press the **"New Call"** Softkey
 - Press the **"Speaker"** button
 - Press the **"Headset"** button if you use a headset



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Dialing the Number

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- **Inside Calls:** Dial the user extension (this can be 4-6 digits long)
NOTE: Use * then extension to call voicemail directly without ringing the phone
- **Outside Calls:** Dial "X" + the number
- **Emergency Calls:** Dial 911 or "X"911

X = Outside line dialing prefix



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Answering an Incoming Call

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To Answer an incoming call you can do any of the following:

- Answer with the handset:
 - Lift the **"Handset"** just as you would with your old phone
- Answer with the speakerphone; either:
 - Press the **"Speaker"** button
 - Press the **"Answer"** Softkey
 - Press the **"Line Button"** for the incoming call
- To take a call off speaker phone, lift the handset.



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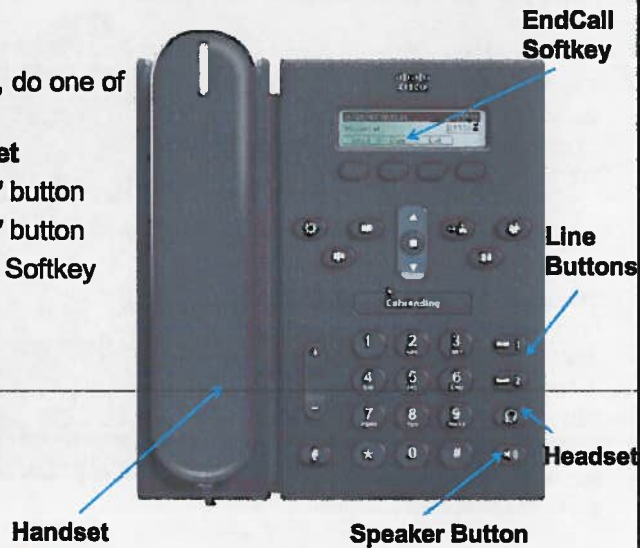
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Ending a Call

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To hang up or end a call, do one of the following:

- Hang up the Handset
- Press the **"Speaker"** button
- Press the **"Headset"** button
- Press the **"EndCall"** Softkey



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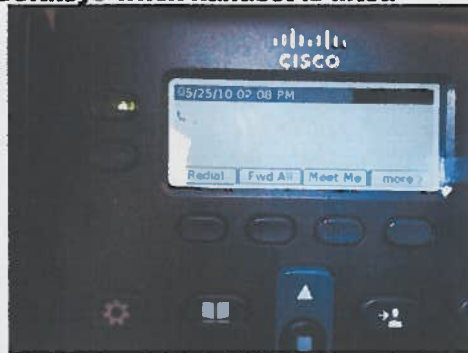
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Softkeys

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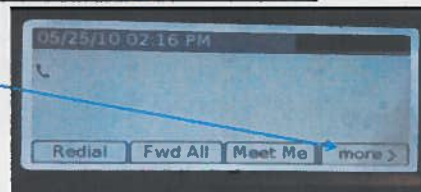
Example: Softkeys when handset is lifted

Soft keys change depending on the state of the phone. The **"more"** button will take you to the next softkey page



Softkeys: Main screen

Softkeys: when **"more"** button is pressed



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Examples of Soft Keys

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- **"New Call"** soft key will enable a new call
- The **"End Call"** soft key will end a call
- The **"Redial"** soft key redials the last dialed number
- **"Transfer"** soft key will enable you to transfer a call
- **"Confm"** soft key allows three way calling
- **"Hold"** will place a call on hold
- **"Resume"** will continue a call that was on hold
- **"DND"** – Do Not Disturb – Silences the Ringer
- **"CFwdALL"** – Forwards all calls to entered number
- **NOTE:** to end or disable any function press the same button again



Softkeys

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Call Park

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- While on a phone call, press the **"Park"** soft key.
- This will immediately clear the phone of the call and display on the LCD screen **"Call park At xxxx"**
- From any other Cisco phone, dial the number displayed on the screen where the call is parked to immediately pick up that call.
- If the call has not been picked up after a period of time, the system will call back the phone that placed the call into park.



Park SoftKey

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Transferring Phone Calls

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- There are two types of transfers:
 - 1.) Attended Transfer
 - 2.) Non-Attended Transfer
- For Attended Transfer, while on a phone call press the **"Transfer"** soft key
- This will place the person we were talking to on hold and start a new call
- Dial the number of the party that you want to transfer the original call to.
- Talk to the called party and when ready to connect the two parties to each other, press the **"Transfer"** softkey again.



Transfer Dedicated Key

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Transfer Cont.

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- For Non-Attended transfer, press **"Transfer"**, dial user extension and then press **"Transfer"** again to complete the transfer.
- After transfer is complete all calls will clear from the screen and your phone is ready to make a call again



Transfer Dedicated Key

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Making a Conference Call

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While on a phone call:

1. Press the **"Confm"** soft key. This will place the call to on hold and start a new call.
2. Dial the number of the party desired to conference into the original call.
3. When ready to connect all parties to each other, press the **"Confm"** softkey again.
4. The two calls will change to one call on the screen and it will say **"To Conference"**.



Conference Dedicated Key

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Features Buttons

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- Up Arrow: Pressing the up arrow will bring up your recently placed calls
- Applications: Call History, Preferences, Services, Phone Information, Admin Set
- Directories: Personal Directory, Corporate Directory
- VoiceMail: Shortcut to VoiceMail

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Retrieving Voicemail

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Phone Light

- If the phone light is lit red, you have a new, unheard message.
- To retrieve your new message, press the message feature button, and follow the prompts.



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Q & A

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Questions?

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