IP Communications Training

Getting To Know Your Phone

- Message Waiting Indicator
- Handset
- Speaker
- Volume
- Mute Button
- LCD Screen
- Soft Keys
- Transfer, Conference, Hold Keys
- Navigation and Select Buttons
- Line Buttons
- Headset Button
- Speakerphone Button
- Settings, Directories, VoiceMail
Placing a Call

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

Dialing the Number

- 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
Answering an Incoming Call

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:**
  - Press the "Speaker" button.
  - Press the "Answer" Softkey.
  - Press the "Line Button" for the incoming call.
- **To take a call off speakerphone, lift the handset.**

Ending a Call

- 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.
Softkeys

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

Examples of Soft Keys

- "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
- "Confirm" 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
Call Park

- 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.

Transferring Phone Calls

- 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 Cont.

- 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.

Making a Conference Call

While on a phone call:

1. Press the "Confm" soft key. This will place the call 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".
Features Buttons

- **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

Retrieving Voicemail

- 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.
Questions?

http://www.dataserv.tv/Training.aspx