







# VoIP Standard Phone Guide





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| 1 | Phone screen  | Displays phone features such as phone number, call status, and soft keys.  |
| 2 | Cisco Unified IP Phone series   | Indicates your Cisco Unified IP Phone model series.  |
| 3 | Soft keys   | Each soft key activates a soft key option displayed on your phone screen   |
| 4 | Navigation button<br>        | Allows you to scroll through menu items and highlight items. When the phone is on-hook, displays your Speed Dials.                   |
| 5 | Applications menu button<br> | Displays the Applications menu that provides access to a voice messaging system, phone logs and directories, settings, and services. |
| 6 | Hold button<br>              | Places the active call on hold, resumes a call on hold, and switches between an active call and a call on hold.                      |
| 7 | Keypad  | Allows you to dial phone numbers, enter letters, and choose menu items.  |

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| 8  | <p>Volume button</p>  | <p>Controls the handset, headset, speaker, and ringer volume.</p>  |
| 9  | <p>Handset</p>   | <p>Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and stays lit if there is a new voice message (depending on your voice messaging system).</p> |
| 10 | <p>Foot stand</p>  | <p>Allows the phone to stand at a convenient angle on a desk or table. Also may be removed for wall mounting to mounting screws or to a Cisco Unified IP Phone wall mount kit.</p>                           |



## To Make a Call

- Using the Handset - Lift the handset and dial the desired number
- Using the Monitor Speaker - Press the NewCall soft key and dial the desired number. When the party answers, lift the handset.
- Using On-Hook Dialling - Dial the desired number and lift the handset.

## Disconnecting a Call

- Replace the handset on the cradle -or-
- Press the EndCall softkey

## To Redial the Last Number Called

- Lift the handset and press the Redial soft key

## Receiving a Call

### To Answer an Incoming Call:

- Lift the handset

## Transfer

Transfer enables you to transfer an active call to another extension or telephone number.

### To transfer an active call:

- Press the Transfer soft key
- Dial the extension or telephone number to which you want to transfer the call
- If the called party answers, you may talk privately with them. To finish the transfer, hang up -or- press the Resume soft key to cancel the transfer and return to the holding party. If the called party doesn't answer, hang up to transfer the call to that party's voice mailbox
- Press the Resume soft key to cancel the transfer and return to the holding party
- Note: Press the EndCall soft key to disconnect both the calling party and called party.



### **To Adjust Display Contrast**

- Press the Menu button
- Use the up/down navigation buttons to select Settings and press the Select soft key
- Select 'User Preferences'
- Select 'Contrast'
- Adjust the contrast using the Up/Down soft keys
- Press the Save soft key
- Press the Exit soft key

### **To Adjust Ring Volume**

With the handset in the cradle and speakerphone off, use the Volume Up/Down buttons.

- To Adjust Handset Volume Remove the handset from the cradle and use the Volume Up/Down buttons.

### **To Adjust the Monitor Speaker Volume**

- While in a call, press the Hold button and replace the handset
- Press Hold again to monitor the call
- Use the Volume Up/Down buttons to adjust the volume
- Press the Save soft key

### **To Adjust Ring Type**

- Press the Menu button
- Select Settings and press the Select soft key
- Select Ring Type and press the Select soft key
- Select 'User Preferences' and select 'Rings'
- Select 'Default Ring'
- Select the desired ring sound from the list
- Press the Play soft key to hear the ringer
- Press the Select soft key to select the ringer
- Press the Save soft key if the ring type has been changed.
- Press the Exit soft key



## Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

- Press the CFwdALL soft key
- Enter the number to forward too
- To forward to voicemail press the CFwdALL soft key and enter 654654 or 'Messages' button
- To cancel the call forward press the CFwdALL soft key

## Conferencing

Conferencing lets you join multiple parties together on a single call.

### To add a party to an existing call:

- Press the More soft key
- Press the Confrn soft key to place the existing call on Hold and provide dial tone
- Dial the extension or number that you would like to add. Be sure to include the Outside Access Digit for external calls.
- After the party answers, press the Confrn soft key to join the parties together. If you reach the voicemail or the party doesn't want to join the conference, press the EndCall soft key followed by the Resume soft key to return to the original call without adding the new party.
- Repeat these steps to add new parties.

If you initiate a conference call and then hang up, the other parties will be able to continue the call after you disconnect.

## Hold

Hold lets you place a call on hold for rapid retrieval from the same phone.

### To place the current call on hold:

- Press the Hold key

### To retrieve the held call:

- Press the Resume key