

Phone Overview



1. Handset	10. Services button
2. Phone screen	11. Volume button
3. Programmable buttons	12. Speaker button
4. Foot stand button	13. Mute button
5. Display buttons	14. Headset button
6. Voice mail (messages) button	15. Navigation pad and select button
7. Directories button	16. Number pad
8. Help button	17. Soft key buttons
9. Settings button	

Place a Call

**NOTE:** Dial 9, then 1, then the area code and number to place an outside call.

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press a speed dial button and then lift the handset.
- If you have selected a number from a directory, press the **Dial** soft key, and then lift the handset.

Answer a Call

- Lift handset.
- If you are using a headset, press the Headset button.
- To use the speakerphone, press the Speaker button.

End a Call

- Hang up.
- If you are using a headset, press the Headset button or the **EndCall** soft key.
- To end a speakerphone call, press the Speaker button or the **EndCall** soft key.

Redial a Number

- Lift handset, press the **Redial** soft key.
- To use the speakerphone, press the speaker-phone button, then the **Redial** soft key.

Hold/Resume a Call

Hold

- While on an active call, press the **Hold** soft key.

Resume

- While on hold, press the **Resume** soft key.
- To retrieve multiple calls, use the Navigation button to select the call, then press the **Resume** soft key.
- To retrieve a call on multiple lines, press the line button of the line you want to pick up.

Transfer a Call

1. While on a call, press the **Transfer** soft key.
2. Dial the “transfer to” number.
3. Wait for user to answer and then announce caller.
4. Press the **Transfer** soft key again to transfer the call or press the **End** soft key to end the call. Press the **Resume** soft key to reconnect to the first caller.

Send to Voice Mail

- While receiving a call, press the **iDivert** button to send the call to voice mail.

Start a Conference Call

1. During a call, press the **More** soft key and then the **Confrn** soft key to open a new line and put the first caller on hold.
2. Dial the number of the next person.
3. When the call connects, press the **Confrn** button again to add the new party to the existing call.

Forward Your Phone

1. Press the **CFwdALL** soft key on your phone.
2. Enter in the number you wish to forward to. If the call is outside of UWW, dial 9, then 1, then the area code and phone number.

A “Forwarded to 91XXXXXXX” message should now appear at the bottom of the screen.

1. To remove call forwarding, click the **CFwdALL** soft key on your phone.

The “Forwarded to” message should no longer display on your phone.


## Park a Call

Parking a call allows you to put your call on hold and pick up the call from another Cisco VoIP phone located on campus.

1. During a call, press the **More** soft key and then the **Park** soft key.
2. Party will be put on hold.
3. Make note of the Park number that is displayed at the bottom of your phone screen. Ex. 8900
4. From another phone, dial the park number.
5. You will now be reconnected to your call.

## Access Voice Mail

You can access your voice mail by following the directions below, or go to <http://phone.uww.edu> to manage your voice mail from the web.

1. Press the  (Messages) button on your phone.
2. Select Voice Mail and press the **Select** soft key.
3. Enter in your voice mail password followed by the # key using the number pad.
4. To play your new message, press 1 on your keypad.
5. Once in your message, you have the following options:
  - Press 1 to repeat
  - Press 2 to save
  - Press 3 to delete
  - Press 5 to forward
  - Press 6 to mark message as new


## Access Voice Mail Remotely

1. From an external phone, call your full UWW phone number.
2. Once you reach the voice mail prompt, press the \* (star) button using your number pad.
3. Enter your 4 digit UWW extension when prompted to enter your id and press #.
4. Enter your voice mail password when prompted for your pin. Press # to continue.


You will now entered in to the voice mail system.

Follow the prompts to manage your voice mail.

## View Missed Calls

1. Press the  (Directories) button on your phone.
2. Use the Up/Down arrows on the navigation pad to select Missed Calls.
3. Press the **Select** soft key button.
4. Use the Up/Down arrows on the navigation pad to scroll through your missed calls.
5. To return the call, highlight the user you wish to call and press the **Dial** soft key.

## Corporate Directory

1. Press the  (Directories) button on your phone.
2. Use the Up/Down arrows on the navigation pad to select Corporate Directory.
3. Press the **Select** soft key button.
4. Use the Up/Down arrows on the navigation pad to select Last Name.
5. Using the number pad, enter in the last name of the person you wish to call. You do not need to type in the entire last name.
6. Press the **Search** soft key.
7. Use the Up/Down arrows on the navigation pad to locate the user.
8. Press the **Dial** soft key to place a call to that user.



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## Cisco 79XX IP Phone

