



Cisco IP Phone — Reference Guide


Phone Basics

Beyond picking up and putting down the handset, IP phones allow alternative ways to place, answer, end and manage a call.



PLACING CALL

- Press **LINE**,  or  buttons > dial
- Press the **NEWCALL** soft key > dial
- Press a **SPEED DIAL** button
- Select a number from a directory > press the **DIAL** soft key or lift the handset.

ANSWERING A CALL

- Headset: press the **LINE** button of the incoming call.
- Speakerphone: press the **ANSWER** soft key or the  button

ENDING A CALL

- Headset: press the  button or the **END CALL** soft key
- Speakerphone: press the  button or the **END CALL** soft key

REDIALING A NUMBER

Press the **REDIAL** soft key

ANSWERING A CALL — PICKUP

1. Lift handset and press **PICKUP** softkey
2. Press **ANSWER** softkey

SPEED DIAL

1. With handset down, dial the abbreviated number
2. Press the **ABRDIAL** softkey

Placing on Hold

PUT A CALL ON HOLD

Press the **HOLD** soft key

RETURN TO A CALL ON HOLD

- Press the **RESUME** soft key
- Multiple calls on hold: use the **NAVIGATION** button to select the desired call > press **RESUME**.

NOTE!

- Calls on hold stay on hold indefinitely
- If multiple lines are on hold: press the appropriate line button or use the **NAVIGATION** button to select the desired call > press **RESUME**

Transferring a Call

1. Press the **TRANSFER** soft key to put call on hold
2. Dial the number you want to transfer to

NOTE!

- To transfer to someone's voice mail > dial #8 + their number

3. Unannounced: Once ringing, go to step 4 or Announced: Announce the call

4. Press **TRANSFER** to complete

NOTE!

- If the transfer fails, press the **RESUME** soft key to return to the original call

SEND AN INCOMING CALL DIRECTLY TO VOICE MAIL

Press the **IDIVERT** soft key

Disabling Caller ID

Dial *67 to disable caller ID for the current call.

Parking a Call

- Press the **MORE** soft key
- Press the **PARK** soft key.
- Make a note of the Park number

After 3 minutes, the call will ring back to the phone that placed it in park — if not answered, it will go to voice mail.

ANSWERING A PARKED CALL

- Dial the park number


Forwarding Your Calls

1. To forward all calls to another number
2. Press the **CFWDALL** soft key
3. Dial the number to forward all calls to

NOTE!

- Enter the number exactly as you would if you were placing a call to that number.

TO FORWARD ALL CALLS TO VOICE MAIL:

1. Press the **CFWDALL** soft key
2. Press the  button or Dial 7777


TO CANCEL CALL FORWARD

1. Press **CFWDALL**

Directories Button

Access a list of missed, received or placed calls as well as the corporate directory.

DIALING FROM A DIRECTORY MENU

Press  > select the directory > select the number you wish to call > Press **DIAL** softkey

NOTE!

- To enter any letter on your LCD screen, use a corresponding number key. Press the key one or more times to display a particular letter.
- For example, press #2 once for "a," twice for "b," and three times for "c"
- To back up, press the << soft key.

Conference Calling

1. During a call, press the **MORE** soft key
2. Press the **CONFERN** soft key — quickly
This opens a new line and puts the first party on hold
3. Dial the number
4. When the call connects, press **CONFERN** again to add the new party to the call

Adjusting the Volume

ADJUST THE RINGER VOLUME

The handset must be in cradle.


- press the **[+]** up or **[-]** down **VOLUME** button
The setting is automatically saved.

ADJUST THE HANDSET, SPEAKERPHONE, OR HEADSET VOLUME

- During a call press the **[+]** up or **[-]** down **VOLUME** button
- To apply the new volume level to all future calls, press the **SAVE** soft key

Settings Button

CHANGING THE RINGER

1. Press the  button
2. Press 2 for Ring Type
3. Press **SELECT** soft key to choose "Default Ring"
4. Use the **NAVIGATION** button to scroll through the list of ring types
5. To hear samples, press the **PLAY** soft key
6. To set your selection, press **SELECT > OK > EXIT**

NEED HELP?

PHONE OPTIONS/SETTINGS

<https://platinum.uww.edu/comuser>
Enter your Net-ID and password

VOICEMAIL OPTIONS/SETTINGS

<https://vm-ill.uww.edu/ciscoipa>
Enter your Net-ID and password

TECHNICAL ASSISTANCE

Helpdesk helpdesk@uww.edu x4357

VOICEMAIL SYSTEM

Press or say the number for these commands.

MAIN MENU

- * To exit from any menu
- 1 Hear new messages
- 2 Send a message
- 3 Review old messages
- 4 Change setup options
- 41 Change greetings
- 412 Turn on/off alternate greeting
- 431 Change phone password

WHILE LISTENING TO MESSAGE

- 1 Restart message
- 2 Save
- 3 Delete
- 4 Slow playback
- 6 Fast playback
- 8 Pause/resume
- 9 Fast-forward
- # Fast-forward to end

AFTER LISTENING TO MESSAGE

- 1 Replay message
- 2 Save
- 3 Delete
- 4 Reply
- 5 Forward message
- 6 Save as new


AFTER RECORDING MESSAGE

- 11 Change addressing
- 12 Change recording
- 13 Set special delivery
- 14 Review recorded message

ACCESSING VOICEMAIL FROM OFF-CAMPUS

- Voicemail messages are sent to your university email account, OR
- 1. Dial 262.472.7777
- 2. Press * during or immediately after the "Thank you for calling..." message
- 3. Enter your 4 digit phone extension (last 4 digits of your on campus phone number)

SETTING UP VOICEMAIL

1. Press the  button
2. Enter your password (800500), followed by #
3. Record your name, greeting and new password by following the instructions.