

Using the Cisco Telephone

Making a Call

- To place a call, pick up the handset and enter a number.
OR
- Dial on-hook
 - Enter a number when the phone is idle.
 - Lift the handset or press a line button, Call soft key, the headset button, the speakerphone button or the round select button in the Navigation bar.

Answer with Multiple Lines

- If you are talking on the phone when you get another call. A message appears briefly on the phone screen. Press the flashing amber line button to answer the second call, the first call is placed on hold automatically.
- The system is configured to allow four (4) concurrent calls on one line.

Transferring a call to another set

- From a connected call (not on hold), press the **Transfer** button.
- Dial the number you want to transfer to.
- Press the **Transfer** button or the Transfer soft key (before or after the recipient answers)
- The transfer completes.
 - Note: For external transfers follow the same process by dialing 9 + 10 digit number.



Transferring a call to voicemail

- From a connected call, press the **Transfer** button.
- Dial * + 4 digit extension.
- Press Transfer

Ringtone Settings

- Press the **Applications** button.
- Select **Preferences**. (Use the Navigation bar and round **Select** button to scroll and select.)
- Select **Ringtone**.
- Select a line.
- Scroll through the list of ringtones and press **Play** to hear a sample.
- Press **Set** and **Apply** to save a selection.



Call History

- View your call history
 - Press the **Applications** button.
 - Select **Call History**. (use the Navigation bar and round **Select** button to stroll and select)

Forward ALL

- To forward calls received on your primary line to another number, press the **Fwd All** and then dial the number you would like to forward all of your incoming calls to.
- Press **Fwd All** then press the **Messages** button to forward all calls to voicemail.
- To cancel call forwarding, press **Fwd OFF**.



Placing a call on hold

- Press the HOLD button.
- The HOLD icon appears and the line button flashes green.
- To resume a call from hold, press the flashing green line button, RESUME or HOLD button.



Muting a call

- While on a call, press the Mute button. The button glows to indicate that Mute is on.
- Press Mute again to turn Mute off.



Making conference calls

- From a connected call (not on hold), press the Conference button.
- Dial the number you want to conference in.
- Press the Conference button or the Conference softkey (before or after the party answers). The conference begins and the phone displays "Conference."
- Repeat these steps to add more participants.



What does the Swap softkey do?

Swap allows you to toggle between calls and consult privately with each party before completing a transfer or conference.