

IP Phone Instructions

Cisco IP Phone Instructions.



Basic: Place a Call

To place a call, use one of the following methods:

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial the number, and then lift the handset.
- Press the **New Call** soft key, 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.

Speakerphone: Place a Call

To place a call using the speakerphone, use one of the following methods:

- Press the speakerphone button and perform the steps for placing a basic call, and do not lift the handset.
- Perform the steps for placing a basic call and do not lift the handset.

To switch to handset operation, just lift the handset.

Answer a Call

To answer a call, use one of the following methods:

- Lift the handset.
- If you are using a headset, press the **Headset** button. If necessary, press the line button to select between incoming calls.
- To use the speakerphone, press the **Answer** soft key or the **Speaker** button.

End a Call

To end a call, use one of the following methods:

- Hang up the handset.

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

Redial a Number

To redial the most recently dialed number, use one of the following methods:

- Lift the handset and press the **Redial** soft key.
- Press the **Redial** soft key to dial using the speakerphone.

Hold a Call

To place a call on hold while on the call, press the **Hold** soft key.

To retrieve a held call, press the **Resume** soft key.

If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.

If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

Note Because the hold feature can generate music or beeps, avoid using hold when dialed into a remote conference system.

Simple three-party conferences that are created locally on your phone can safely be placed on hold without introducing music or beeps into the conference.

Mute a Call

To mute a call, press the **Mute** button. The **Mute** button lights, indicating that the other party cannot hear you.

To deactivate the mute function, use one of the following methods:

- Press the **Mute** button again.
- Lift the handset if you are using mute with the speakerphone.

Note The Mute feature does not generate music or beeps.

Manage Call Waiting

If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call on the same line, use the following method:

1. Use the **Navigation** button to select the call.
2. Press the **Answer** soft key to answer the call. The call on the other line is automatically put on hold.

To return to the original call, use the following method:

1. Use the **Navigation** button to reselect the call.
2. Press the **Resume** soft key to reconnect to the call.

For calls on a separate line, press the **Line** button for the incoming call. The call on the other line is automatically put on hold.

To return to the original call, press the **Line** button associated with the original call.

Retrieve Voice-Mail Messages

To access voice messages, use the following method:

1. Select an available Cisco Unified IP phone line by lifting the handset, by pressing the speakerphone button, or by pressing a line button. Listen for the dial tone.
2. Press the **Messages** button, and follow the voice instructions.

Note When you have one or more new messages, if you have the message-waiting indicator (MWI) configured, the light on your handset is lit.

Transfer a Call

To transfer a selected call to another number, use one of the following methods:

- Blind transfer—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- Consult transfer—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call, use the following method:

1. During a call, press the **Trnsfer** soft key. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer:

– Hang up the handset or press the **BlndXfr** soft key after you hear line ringing.

1. To make a consult transfer:

– Wait for the call to be answered. Speak to the transfer recipient. Then press the **Trnsfer** button or hang up the handset.

– If the transfer fails, press the **Resume** soft key to return to the original call.

1. To cancel your consult call-transfer attempt:

– Press the **EndCall** soft key.

1. To reconnect to the original caller:

– Press the **Resume** soft key.

Forward All Calls to another Number or Voicemail

To forward all incoming calls to another number, use the following method:

1. Press the **CFwdALL** soft key.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers. The phone display is updated to show that calls are to be forwarded.

Note To forward calls to voice mail, use the soft key and button sequence of **CFwdALL** soft key plus the **Messages** button.

To forward calls to a speed-dial number, use the soft key and button sequence of the **CFwdALL** soft key plus a **speed-dial** button.

1. To cancel call forwarding, press the **CFwdALL** soft key.

Place a Call from Your Local Directory

To access the local phone directory established by the system administrator, use the following method:

1. Press the **Directories** button.
2. Press the Navigation **Up** or **Down** button or press **4** to select the Corporate Directory.
3. Press the Navigation **Up** or **Down** button to select the Last, First, or Number field search option.
4. Using the keypad, enter the last name or first name for the entry.

When entering letters, select the appropriate number key of the letter you want, and press that key a number of times that equals the position of the target letter. For example, to enter a B, press the 2 key two times, and to enter a C, press the 2 key three times. Use the backspace (<<) soft key to make corrections while entering data.

1. Press the **Search** soft key to find your selection.
2. If your search results in multiple listings, use the Navigation **Up** or **Down** button to select the correct number.
3. Press the **Dial** soft key to dial the selected number.

Program Personal Speed-Dial Buttons

After an administrator has defined one or more speed-dial instances for a Cisco Unified IP phone, you can reprogram numbers that are not locked or program numbers into an instance that has an empty dial string.

To program personal speed-dial buttons, use the following method:

1. Select an available phone line by lifting the handset, by pressing the **NewCall** soft key, or by pressing a line button. Listen for the dial tone.
2. Press the pound key (#).
3. Press the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits appear on the phone display. When you are entering speed-dial numbers, use the backspace (<<) soft key to erase digits that were entered incorrectly.

To remove a speed-dial number without replacing it with a new one, press the pound key (#).

1. Press the same speed-dial button a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
2. Hang up the handset, or press a new speed-dial button and repeat the process.

Place a Call from Your System Speed-Dial Directory

To place a call from your system speed-dial directory, use the following method:

1. Select an available IP phone line (off hook or **NewCall**) and get a dial tone.
2. Press the **Directories** button, or use the **Navigation** button to locate Directory and then press the **Select** soft key.
3. Use the **Navigation** button to scroll through the options. Use the **Select** soft key to select speed-dial options.

– Press **5** for the Local Speed Dial.

– Press **6** for the Personal Speed Dial. (Functions vary depending on your system configuration.)

1. Use the **Navigation** button to scroll through the speed-dial phone list.
2. To dial the selected phone number, press the **Select** soft key, or enter the entry number on the keypad.
3. Press the **Exit** soft key to return to the previous directory menu.

View Call History

To view recent missed, received, or placed calls, use the following method:

1. Press the **Directories** button.
2. Use the **Navigation** button to scroll and select the desired call list.
3. Use one of the methods below to choose a call list:

– Press the **Select** soft key.

– Press **1** on the keypad for Missed Calls.

– Press **2** on the keypad for Received Calls.

– Press **3** on the keypad for Placed Calls.

1. Press the **Exit** soft key to return to the previous directory menu.

Place a Call from Call History

To place a call to a number in the call history list, use the following method:

1. Use the **Navigation** button to scroll through the call history list.
2. Use the **Select** soft key to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display:

– Press the **Dial** soft key.

To edit the number on the phone display before dialing, use the following method:

1. Press the **Edit** soft key to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase incorrectly entered digits.
3. Press the **Dial** soft key to place the call.

Clear Call History

To clear all numbers in the directory histories, press the **Clear** soft key.

Note The **Clear** soft key clears all call history lists. Selective clearing of call history lists is not supported.

Setting and Adjusting Your Cisco Unified IP Phone

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call, use the following method:

1. During a call, press the **Up** or **Down Volume** button.
2. Press the **Save** soft key to apply the new volume level to future calls.

Adjust the Ring Volume

To adjust the ring volume, press the **Up** or **Down Volume** button while the handset is in its cradle.

Adjust the Display Contrast

To adjust the contrast in your LCD Display, use the following method:

1. Press the **Settings** button.
2. Press **1** for Contrast, or use the **Select** soft key.
3. Use the **Down** or **Up** soft key to change the contrast.
4. Use one of the following options:
 - Press the **Ok** soft key to select your contrast setting, which returns you to the main directory,
 - Press **Cancel** to exit to the previous menu without changing the setting.
 - Press the **Back** soft key to return to the main phone screen.

Video Tutorial

<http://www.cisco.com/comm/applications/CCNP/qlm/7941/index.htm>

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