Cisco IP Phone
Quick Guide

Softkey Options

<table>
<thead>
<tr>
<th>Key(s)</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Restart message</td>
</tr>
<tr>
<td>2</td>
<td>Save</td>
</tr>
<tr>
<td>3</td>
<td>Delete</td>
</tr>
<tr>
<td>4</td>
<td>Slow playback</td>
</tr>
<tr>
<td>5</td>
<td>Change volume</td>
</tr>
<tr>
<td>6</td>
<td>Fast playback</td>
</tr>
<tr>
<td>7</td>
<td>Rewind message</td>
</tr>
<tr>
<td>8</td>
<td>Pause / resume</td>
</tr>
<tr>
<td>9</td>
<td>Fast-forward</td>
</tr>
<tr>
<td>#</td>
<td>Fast-forward to end</td>
</tr>
<tr>
<td>##</td>
<td>Save as is</td>
</tr>
</tbody>
</table>

While listening to a message, press:

- **1**: Restart message
- **2**: Save
- **3**: Delete
- **4**: Slow playback
- **5**: Change volume
- **6**: Fast playback
- **7**: Rewind message
- **8**: Pause / resume
- **9**: Fast-forward
- **#**: Fast-forward to end
- **##**: Save as is

Notes:

- **1**: Restart message
- **2**: Save
- **3**: Delete
- **4**: Slow playback
- **5**: Change volume
- **6**: Fast playback
- **7**: Rewind message
- **8**: Pause / resume
- **9**: Fast-forward
- **#**: Fast-forward to end

Button Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Call State</th>
</tr>
</thead>
<tbody>
<tr>
<td>📩</td>
<td>On-hook line</td>
</tr>
<tr>
<td>📱</td>
<td>Off-hook line</td>
</tr>
<tr>
<td>✉️</td>
<td>Connected call</td>
</tr>
<tr>
<td>📞</td>
<td>Ringing call</td>
</tr>
<tr>
<td>🛑</td>
<td>Call on hold</td>
</tr>
<tr>
<td>🔒</td>
<td>Remote-in-use</td>
</tr>
</tbody>
</table>

Button Icons

- 🔵: Green, steady—Active call
- 🟢: Green, flashing—Held call
- 🔴: Red, steady—Remote line in use

Details

- **Details**: Open the Details call record for a multiparty call in the Missed Calls and Received Calls logs
- **More**: Display additional softkeys
- **NewCall**: Make a new call
- **PickUp**: Answer a call in your group
- **Redial**: Redial the most recently dialed number
- **Remove**: Remove a conference participant
- **Resume**: Resume a call on hold
- **RmLstC**: Drop the last party added to a conference call
- **Save**: Save the chosen settings
- **Search**: Search for a directory listing
- **Select**: Select a menu item or call
- **Transfer**: Transfer a call
| Place a Call? | Lift the handset and dial the number  
| OR | Press the **New Call** softkey and dial the number  
| OR | Press the **Redial** softkey  |
| Put a Call on Hold | Press the **Hold** softkey.  
The call will display a paused symbol  
To return to the call, press the **Resume** softkey  |
| Use Call Waiting | To answer the new call, press the **Answer** softkey.  
When you do so, the original call is put on hold.  
To return to the original call, select it (using the directional pad) and press the **Resume** softkey.  
You can use the **Hold** and **Resume** softkeys and directional pad to switch between the calls.  |
| Transfer a Call? | **Step 1** During a call, press the **Transfer**. Doing so automatically puts the call on hold.  
**Step 2** Dial the number or office extension to which you want to transfer the call.  
**Step 3** When the call rings on the other end, press **Transfer**. Or, when the party answers, announce the call and then press **Transfer**.  |
| View my Missed Calls? | To view your call records:  
Press the **Directories** button.  
Select **Missed Calls (option 1)**  
Or choose another list:  
**Received Calls**  
**Placed Calls**  |
| Forward all of your calls | To forward all incoming calls to your Voicemail:  
**Step 1:** Press the **CFwdAll** softkey. You will hear two beeps.  
**Step 2:** Enter the number or Ext to fwd to or press the **Messages** button to fwd to voicemail.  
**Step 3:** Screen will show fwd. Hit the **CFwdAll** again to cancel.  |
| Use Voice Mail | **Access voice mail:** Press the **Messages** button  
**Access voice mail from outside** Dial the main ext.  
When you hear a Cisco Unity message press *. Enter your PIN/password as prompted |
| Mute Call | Press the **Mute button** to toggle mute and unmute.  |
| Use Online Directories | **Use Online Directories**  
To find and dial users in the system:  
1) Press the Directories button.  
2) Select Corporate Directory enter the first few letters of either the first or last name or extension number of user and press Search soft key.  
3) Scroll using the **Nav Button** Select directory entry and press Dial soft key to dial the entry number.  |
| Change Ring Sound | 1) Press the Settings button.  
2) Select User Preferences.  
3) Select Rings.  
4) Select Default Ring.  
5) Scroll through ring types and press Play to hear sample rings. To choose a ring tone,  
6) Press SELECT, SAVE, and then the EXIT soft keys.  |
| Customizing Ring Type, Background Image, and Brightness | **Adjust Ringer Volume for All Calls**  
Use the volume key to adjust the ringer volume.  
**Adjust Speaker Volume for All Calls**  
1) Press the speaker button. Use volume key to adjust volume.  
2) Press the SAVE soft key.  |
| Set Up a Conference Call | To turn a two-party call into a conference call:  
**Step 1** During a call, press **More** then the **Confpn**. Doing so automatically activates a new line and puts the first party on hold.  
**Step 2** Place a call to another number or extension.  
**Step 3** When the call connects, press **Confpn** to add the new party to the conference call.  |