

Cisco IP Phone Quick Guide

While listening to a message, press:

Key(s)	Task
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



The buttons illuminate to indicate status:

- Green, steady—Active call
- Green, flashing—Held call
- Red, steady—Remote line in use

Icon	Call State
	On-hook line
	Off-hook line
	Connected call
	Ringing call
	Call on hold
	Remote-in-use

Softkey Options

























Answer	Answer a call
Back	Return to the previous Help topic
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
CFwdALL	Set up/cancel call forwarding
Clear	Delete records or settings
Close	Close the current window
ConfList	View conference participants
Confrn	Create a conference call
Delete	Remove characters to the right of the cursor when using EditDial

Details	Open the Details call record for a multiparty call in the Missed Calls and Received Calls logs
Dial	Dial a phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect the current call
Erase	Reset settings to their defaults
Exit	Return to the previous screen
Hold	Place a Call on Hold
iDivert	Send a call to your voice messaging system
Join	Join several calls already on a single line to create a conference
MeetMe	Host a Meet-Me conference call

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

Button Icons

	Messages
	Services
	Help
	Directories
	Settings
	Volume
	Speaker
	Mute
	Headset

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 	Mute Call	Press the Mute button  to toggle mute and unmute.
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 Online Directories	Use Online Directories <i>To find and dial users in the system.</i>  <ol style="list-style-type: none"> 1) Press the Directories button.  Scroll 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.
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.	Change Ring Sound	<ol style="list-style-type: none"> 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.
Transfer a Call?	Step 1 During a call, press the Trnsfer  . 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 Trnsfer  . Or, when the party answers, announce the call and then press Trnsfer  .	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 <ol style="list-style-type: none"> 1) Press the speaker button. Use volume key to adjust volume. 2) Press the SAVE soft key. 
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	Set Up a Conference Call	To turn a two-party call into a conference call: Step 1 During a call, press More  then the Confrn  . 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 Confrn  to add the new party to the conference call.
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