

# Welcome to your NEW Cisco Phone!



# The Phone

- ▶ Hardware
  - ▶ Handset outlet
- ▶ Network outlet
- ▶ PC outlet
- ▶ Headset outlet
- ▶ Handset stabilizer
- ▶ Foot Stand Adjustment



# Buttons

- ▶ Phone line Buttons
- ▶ Soft Buttons
- ▶ Display Button
- ▶ Messages – Access to Voice Mail
- ▶ Directories Button
  - ▶ Missed, Received, and Placed Calls
  - ▶ Corporate Directory
- ▶ Services – not used at this time
- ▶ Settings – User Preferences (Rings, Background and Brightness)
- ▶ Volume Button (Speaker and Handset – “Save”)
- ▶ Headset, Mute, and Speaker Buttons
- ▶ “?” Help Button

# Soft Buttons

## On Hook

Redial, New Call, CFwdALL

## Off Hook

Redial, New Call, CFwdALL, more

## In a Call

Hold, EndCall, Transfer, more

## Call Forward and Transfer Differences

Call Forward (**CFwdALL**) – Forward your number to another phone number

Transfer (**Transfer**) – Transfer current call to another person or department

Examples: Call Forward (CFwdALL) to Voice Mail and/or local phone number

# Making, Answering and Ending Calls

- ▶ Making a call
  - ▶ Pick up handset
  - ▶ Press “New Call” soft button
  - ▶ Press the “Speaker” button
  - ▶ Start dialing the phone number
  - ▶ Select Directories Button
    - ▶ Missed, Received, and Placed Calls
    - ▶ Corporate Directory
    - ▶ Select the number from one of these options
- ▶ Answering a call
  - ▶ Pick up handset
  - ▶ Answer or iDivert
  - ▶ Select the “Speaker” Button
- ▶ Ending a call
  - ▶ Hang up handset
  - ▶ Press “End Call” soft button
  - ▶ Press “Speaker” Button

# In a call Features

- ▶ Transfer, blind/(cold) vs. assisted(warm)
  - ▶ (3 way calling incorporated in conference calling function)
- ▶ Call waiting (1<sup>st</sup> number visible on display, 2<sup>nd</sup> goes to Voice Mail)
- ▶ Select the “more” Button
  - ▶ Hold
  - ▶ Park
  - ▶ Conferencing
    - ▶ Conference owner, up to 6 calls including conference owner

# Voice Mail

- ▶ Initial Setup for Voice Mail:
  - ▶ From your phone, press the **Messages** Button
  - ▶ Default Voice Mail PIN is 12345
  - ▶ Your permanent PIN must be at least 4 digits
- ▶ To reach your Voicemail from another phone including off campus:
  - ▶ Dial your extension, wait for the voicemail, then select \*, enter your ID and PIN, then follow the voice prompts
- ▶ User ID is the last 4 digits of your phone number
- ▶ Unanswered calls go to Voice Mail after 20 seconds (if voicemail is setup)