

Cisco IP Phone: Quick Reference Guide



Phone Controls

1. Handset light strip
2. Phone screen
3. Programmable keys
4. Footstand button
5. Display Button
6. Directory key
7. Help key
8. Settings key
9. Speaker key
10. Mute key
11. Headset key
12. Volume key
13. Services key
14. Message key
15. Navigation keys
16. Keypad
17. Softkeys

— Making & Receiving Calls —

- To answer a call, lift the handset or press the **Speaker** key.
- To make a call, lift the handset or press the **Speaker** key.
 - ◆ For internal calls, dial the party's 4-digit extension.
 - ◆ For external calls, dial "9" and then dial the party's phone number.
- To use the speakerphone, press the **Speaker** key. Press the **Mute** key to turn the microphone on or off.
- To put a call on hold, press the **Softkey** labeled **Hold**.
- To retrieve a call on hold, press the **Softkey** labeled **Resume**.
- To transfer a call, press the **Transfer** key. Dial the extension where the call is to be transferred. (If you wish to announce the call, wait until the 2nd party picks up.) Press the **Transfer** key again to complete the action and hang up.
- To transfer a call into voice mail, press the **Transfer**. Dial **X**, then enter the extension of the voice mail to which you wish to transfer. Press the **Transfer** key again, and hang up.

— Voice Mail —

- To set up voice mail, press the **Message** key. Your initial password is **12345**. The system tutorial will walk you through setting up your voice mail. Respond to each question following the prompts
- To check voice mail from:
 - ◆ Your phone, press the **Message** key and follow the prompts.
 - ◆ Outside the office, dial your phone number. When you hear your greeting, dial *, enter your extension, and press #. Enter your password and press # again.

— Voice Mail Quick Keys —

During playback

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

After playback

- 2 Save message
- 3 Delete message
- 4 Reply
- 5 Forward message
- 6 Save as new



— Phone Settings —

- To adjust the display contrast, press the **Settings** key. Select **User Preferences > Contrast** and use the **Up** and **Down Softkeys** to adjust the contrast, and then press **OK**.
- To adjust the handset or speaker volume, press the **Volume** key up or down while a call is in progress, press **Save**.
- To adjust the ringer volume, press the **Volume** key up or down when the phone is ringing, or when you are not on a call.
- For descriptions and instructions of your phone's features, press the **? key**.
- For a complete manual of all your phone's features go to:
http://www.cisco.com/web/learning/le31/le29/learning_ip_phone_basics.html

If you need IT Support, contact the Help Desk