

Basic Phone Features

To place a call:

- Lift the handset and dial **9** + number.
- Press the primary line button for your extension, then dial you number.
- Press the **Speaker** button, then dial.
- Press the **New Call** button, then dial
- If you are using a headset, press the **headset** button, then dial.
- If you have speed dial numbers set up, enter a speed dial index number and press **AbbrDial** softkey.
- If you have a selected a number from a directory, press the **Dial** soft Key.

To answer a call:

- Lift the handset
- If you are using a headset, press the **Headset** button. If necessary, press the line button of the incoming call.
- To use the speakerphone, press the **Answer** softkey or the **Speaker** button.

To end a call:

- Hang up the handset.
- If you are using a headset, press the **Headset** button or **EndCall** softkey.
- To use the speakerphone, press the **Answer** softkey or the **Speaker** button.
- If you are using a speakerphone, press the **speaker** button or **EndCall** softkey.

To redial a number:

- To redial the most recently dialed number, press the **Redial** softkey.

To view missed call:

- Press **Directories** button. Then, press **1** for Missed calls.

To Park a call:

- Press the **More** button then, press the **Park** softkey.
- The display will show a **(*1X)** number.

To pick up a parked call:

- Pick any IP phone up and dial the **(*1X)** number that was on the phone that you parked the call at.
- You have 2 minutes to pick up the call.

To put a call on hold:

- Press the **Hold** softkey.
- To resume the call, press the **Resume** softkey.
- If multiple calls are on hold, use the **Navigation** button to select the desired call before you press **Resume**.

To transfer a call:

- During a call, press the **Transfer** softkey to open a new line and put the first party on hold.
- Dial the number to which you want to transfer the call.
- When you hear ringing, or after the party answers, press the **Transfer** softkey.

To place a conference call:

- During a call, press the **More** softkey and then the **Confrn** softkey. A new line will open and put the current call on hold.
- Place your call to another number.
- When the call connects, press the **Confrn** softkey again to add the new party to the call.

To Join callers (form of conf. call):

- While a call is in progress, and you answer another, press the **MORE** softkey twice.
- Press **JOIN** softkey.
- Use **SCROLL** Wheel to highlight 2nd party, press **MORE** softkey > **JOIN** softkey

To Use the Meet Me bridge:

- The Bridge initiator should press the **MeetMe** SoftKey and dial **XXXX**.
- Six people can join by simply pressing **XXXX** on their phones

To forward calls To Voice mail...

- Press the **CFwdAll** softkey. You will hear two beeps.

- Press the **Messages** button

To forward calls to another number:

Enter the number to which you want to forward all your calls to exactly as if you were placing a call to that number.

- Press the **CFwdAll** softkey to cancel forwarding.

Voice Mail

To access your voice mail:

- Press the **Message** button and follow the voice instructions. Your default password is **12345**

Note: when you receive a new message, a flashing envelope icon displays on your LCD screen and the light on your headset will light up in red.

Call Voice Mail and Log on

If you are calling from inside your organization:

- Press the **Message** button on your phone.

If you are calling from outside your organization:

- Dial your own number, press the ***** (star) key to access your mailbox.

Your voice mail ID is your extension number.

Volume, Ringers and Sound

To adjust the ringer volume

- Press the up or down **Volume** button while the handset is in the cradle.

To change the ringer sound:

- Press the **Settings** button
- Press **1** for user preferences then, press **2** for ringer type.
- Use the **Navigation** button to scroll through the list of ring types. Press the play softkey to hear samples.
- Select the ring you want, then press the **select** softkey.
- Press the **OK** and **Save** softkey.

To adjust the handset, speakerphone or headset volume:

- During the call, press the up or down **Volume** button. Press the **Save** softkey to apply the desired volume.

User Options Web pages

To access the main menu:

- Use a web browser to access: [https://\[server name\]/ccmuser](https://[server name]/ccmuser)
- Enter your **User ID** and on **Logon**
- If needed, select your phone or profile, each user has only 1 phone.

Using this web page to do the following:

- Change the default language for your web page and phone
- Assign speed dial and fast dial buttons
- Specify a message light policy
- Subscribe to available features and services.

Instant Help

To display instant help about buttons and features:

- Press the **?** (i button on some phones) button once, then press a button or softkey.
- Highlight a feature in the directories, settings, service menu, or any other key desired and a help file will be available for that key or feature.

Phone Legend



Main Menu

| Key(s) | Task |
|--------|----------------------|
| 1 | Hear New Message |
| 2 | Send a Message |
| 3 | Review Old Messages |
| 4 | Change Setup Options |

During Message Menu

| Key(s) | Task |
|--------|-----------------------|
| 1 | Replay Message |
| 2 | Save |
| 3 | Delete |
| 4 | Slow Playback |
| 5 | Change Volume |
| 6 | Fast Playback |
| 7 | Rewind 3 seconds |
| 8 | Pause/Resume Playback |
| 9 | Forward 3 seconds |
| # | Fast Forward to end |

After Message Menu

| Key(s) | Task |
|--------|-----------------|
| 2 | Save Message |
| 3 | Delete Message |
| 4 | Reply |
| 5 | Forward Message |
| 6 | Save as New |

QUICK TIPS

Press the **directories** button for 100 Placed Calls, Missed Calls, Dialed Calls

When dialing out using numeric keypad, note previously dialed numbers appear

Press the **directories** button to access Corporate Directory

Conference call attendees can be viewed by name and phone number: While in a conference press **MORE > CONFList**

The conference originator has the option to drop individuals

Use the **DND** softkey to provide a less intrusive ring-in.

Default logins:

User ID & PW : *your network logon & Password*

USER NOTES

PLEASE NOTE ANY PASSWORD CHANGES!!!



CISCO IP PHONE USER GUIDE

Core BTS, Inc. is a business technology infrastructure company that first seeks to understand you and your business, then helps you utilize technology to move your business forward.

With Core, you have:

- A strategy to connect every technology investment to a measurable outcome
- Solutions that enhance your financial performance
- Experienced, talented and knowledgeable associates to get to the core of your business and technology needs, easily and efficiently
- Streamlined processes and the benefit of economies of scale.

With Core, you get results.

At Core we view our role as a business enabler - bringing value by helping you identify and address your most challenging business needs.

And, through the application of our True Lifecycle Management model, we will help you plan, build, deploy and operate technology to best serve your needs and your business.

It is this philosophy that has served our clients and our company successfully for well over 10 years, and has been fundamental to our growth...and the growth of our clients.

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