



VOIP Phone Basic Training Manual

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Cisco Voice Over IP Phone System Basic Procedures

Your Cisco VOIP Phone



1	Handset with indicator light	Indicates an incoming call and new voice message.
2	Line buttons	Configurable buttons that provide access to different phone lines, or extensions
3	Footstand button	Allows you to adjust the angle of the phone base.
4	Softkey buttons	Each activates a softkey. Softkeys point to options displayed along the bottom of the phone screen. Softkey options can change depending on the status of your phone (for example, if the phone is active or idle).
5	Navigation button	Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items.
6	Messages button	Provides access to a voice message system
6	Directories button	Opens/closes the Directories menu. Use it to access call logs and corporate directories (if available).
6	Help button	Activates the Help menu.
6	Services button	Provides access to phone services (if available).
6	Settings button	Provides access to phone settings such as contrast and ringer sound, network configuration and status information.
7	Volume button	Increases or decreases volume for the handset, headset, or speakerphone (depending upon which is currently active). Also controls the ringer volume (if on-hook), and the screen contrast.
8	Speaker button	Toggles the speaker on or off.
9	Mute button	Toggles the mute feature on or off.



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10	Headset button	Toggles the headset on or off.
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Placing a Call

If you want to...	Then...
use the receiver	Lift the handset and dial the number, using 9-1...before the full number. Internal 4 digit extensions can be dialed directly (1234).
dial from one of your multiple lines	Press the line button that corresponds with your extension and dial the number that you want to reach.
make a new call on the current line	Press the NewCall softkey and dial the number.
dial with the phone on hook	From the main screen, dial the number and press the Dial softkey. The phone will not produce a dial tone until after you press the Dial softkey. You can also press a line button, the Headset button, the Speaker button, or lift the receiver to place the call.
use the speakerphone	Press the Speaker button and dial the number.
redial the most recently dialed number	Press the Redial softkey.
use a directory	Select a number from one of the directories, and then press the Dial softkey.



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Answering a Call

If you want to...	Then...
use the handset	Lift the handset.
use the speakerphone	Press the Answer softkey or the Speaker button.

Answering Call Waiting

There are 2 ways to answer call waiting.

When you are on the phone and a second call comes in, you will hear a beep in the receiver. If you look at the screen, you will see the caller id for the second call. You can do either of the following:

1. Using the softkey, hit the **Answer** button. This will automatically put the original caller on hold.
 2. You can then toggle between callers by:
 - a. using the Scroll Bar to highlight the call you want and hit the **Resume** button
- or -
- b. pushing the line key to go back and forth from one call to another.

Muting a Call

You can mute the handset, headset, or speakerphone during a call. The mute feature temporarily disables your phone's microphone. Mute prevents the party or parties on the other end of the line from hearing you, but does not interfere with your ability to hear them.

To mute a call, press the **Mute** button. To disengage mute, press **Mute** again.



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Putting a Call on Hold

When you put a call on hold, the call remains active even though you and the other party cannot hear one another. You can answer other calls while a call is on hold.

Note: Engaging the Hold feature generates music or a beeping tone. For this reason, avoid putting a conference call on hold.

If you...	Then...
want to put a call on hold	Press the Hold softkey.
want to resume a call on hold	Press the Resume softkey.
have multiple calls on hold	Use the Navigation button to select the desired call before you press Resume .
have multiple calls on multiple <i>lines</i> on hold	Press the line button for the line to which you want to switch and use the Navigation button to select the desired call. Press Resume . If you cannot use the Navigation button because only one line displays on your phone's LCD screen, press the line button next to the call that you want to resume. If your phone opens a new line when you press the line button, press the EndCall softkey to return to the desired call.

Transferring a Call to Another Extension

Follow these steps to transfer a call to another phone.

Procedure

- Step 1** During a call, press the **Transfer** softkey. This puts the call on hold.
- Step 2** Dial the number or office extension to which you want to transfer the call.
- Step 3** When it rings on the other end, press **Transfer** again. Or, when the party answers, announce the call and then press **Transfer**.
- Step 4** If you are using a handset, hang up.

If the party refuses the call, press the Resume softkey and return to the original call.



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Ending a Call

If you are using...	Then...
the handset	Hang up the handset.
the speakerphone	Press the Speaker button or the EndCall softkey.

Using Voice Mail

Your Cisco IP Phone indicates that you have one or more new voice mail messages by providing the following cues:

- The red light on your handset remains lit.
- A flashing envelope icon displays next to the appropriate line appearance on the LCD screen.
- A text message on the LCD screen displays.

To set up voice mail, press the **Messages** button on your Cisco IP Phone and follow the voice instructions. Your system administrator will provide you with a default password. For security reasons, you should change your default password as soon as possible.

To access voice mail, press the Messages button and follow the voice instructions.



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Personalizing the Ringer Sound

You can change the sound your phone makes when it rings to suit your tastes and to help you differentiate between your phone ringing and another nearby phone, or to differentiate between different lines on your own phone.

Follow these steps to change the sound used by the ringer.

Procedure

Step 1 Press the **Settings** button.

Step 2 From the Settings menu, use the Navigation button to select **Ring Type** and press the **Select** softkey.

Step 3 If you have multiple lines, use the Navigation button to scroll through the list of your lines. When you find the line you want to configure, press the **Select** softkey.

Note: You can only use six different ring tones on your phone, If you have more than six lines, some of your lines must share a ring tone.

Step 4 Use the Navigation button to scroll through the list of ring types and press the **Play** softkey to hear the selected ring type.

Step 5 When you find the ring you want, press the **Select** softkey to check the corresponding check box.

To set the ring tone back to the default ring tone, select **Default** from the list.

Step 6 Press the **OK** softkey to accept and save your ringer selection.

Step 7 Press the **Save** softkey to save all of your settings and to exit the Settings menu.