

Using Your Cisco IP Phone

Quick Reference Guide

Basic Operations: Answering, Ending, and Placing a Call

Answer a Call

Using the handset

Pick up the handset

Using the speakerphone

Press the **ANSWER** soft key

Pick up the handset at any time to make the call private

Using a headset

Be certain the **HEADSET** button is lit

Press the **ANSWER** soft key

End a Call

Using the handset

Hang up the handset

Using the speakerphone

Press the **END CALL** soft key

-or-

Press the **SPEAKER** button

Using a headset

Press the **END CALL** soft key

Place a Call

To get a dial tone:

Using the handset

Pick up the handset

Using the speakerphone

Press **NEW CALL** soft key

-or-

Press the **SPEAKER** button

Using the headset

Be certain the **HEADSET** button is lit

Press **NEW CALL** soft key

To dial:

Dialing Inside BIRD

Dial Extension Only

Dialing a Local Call

Dial "9" + number

Dialing a Long Distance Call

Dial "9" + "1" + number

You will hear two beeps

Enter your long distance code, followed by #



Voicemail

Check Voicemail

From your phone

- Press the **MESSAGES** button
- You will be prompted to enter your password, followed by #

From another phone in the district

- Press the **MESSAGES** button
- You will hear the recorded name of the person whose phone you are using
- Press *
- You will be prompted to enter your ID (**this means your extension**), followed by #
- You will be prompted to enter your password, followed by #

From a phone outside the district

- Dial 817-547-5500
- When the Cisco Unity Messaging automated recording begins, press *
- You will be prompted to enter your ID (**this means your extension**) followed by #
- You will be prompted to enter your password, followed by #

Initial Voicemail Options:

- Press 1 To play messages
- Press 2 To send a message
- Press 3 To review old messages
- Press 4 To access Setup Options
- Press 0 To access Help feature
- Press * To exit voicemail

After listening to a message:

- Press 1 To repeat message
- Press 2 To save message
- Press 3 To delete message
- Press 4 To reply to message
- Press 5 To forward message
- Press 6 To mark it new
- Press 7 To skip back (rewind)
- Press 9 To hear message properties
- Press # To stop message

To forward a message:

- Finish listening to the message
- or-
- Press # to stop the message
- Press 5 to forward the message
- Enter the extension to forward the message to, followed by #
- The extension will be repeated. If the extension is correct, press #
- Press 1 to add another person
- Press 2 to record an introduction to the message
- Press 3 for message options
- or-
- Press # to forward message as is

Change your Greeting

Your greeting is the message a caller hears before leaving you a voicemail.

- From the main voicemail menu:
- Press 4 to access Setup Options
- Press 1 to access Greetings
- Press 1 to Rerecord your greeting

Two example greetings:

Teacher example

"You have reached _____. I teach _____. Please leave your name, phone number, and a short message, and I will return your call. Thank you."

Administrator, Office, or Assistant example

"You have reached the office of _____ at _____ School / in the BISD _____ Department. I am either away from my desk or on another call. Please leave your name, phone number, and a short message, and I will return your call. Thank you."

- Press # to accept your recorded greeting, or press 1 to rerecord your greeting.

Change your Recorded Name

When you leave someone a voicemail, the recorded name is the name they hear before the voicemail is played.

- From the main voicemail menu:
- Press 4 to access Setup Options
- Press 3 to access Personal Settings
- Press 2 to change your Recorded Name

Change your Voicemail Password

- From the main voicemail menu:
- Press 4 to access Setup Options
- Press 3 to access Personal Settings
- Press 1 to change your Password

To exit voicemail

- Press * and hang up the handset

Leave a Voicemail Message without Calling the Recipient

- Press * and dial the EXTENSION NUMBER

Forwarding All Calls to Voicemail or to Another Phone

Call Forward

- Press the **CFWDALL** soft key
- Listen for the two beeps, and then enter the destination phone number
 - To Forward to a Phone Inside BISD**
Enter Extension Only
 - To Forward to a Phone Outside BISD**
Enter "9" + number
 - To Forward directly to Voicemail**
Press the **MESSAGES** button
- Your LCD screen should now read "Forwarded to" the location you selected

Cancel Call Forward

- Press the **CFWDALL** soft key
- A beep confirms cancellation of call forwarding, and your LCD screen no longer reads "Forwarded to"

Placing a Call on Hold / Answering a Second Call

Place a Call on Hold

- Press the **HOLD** soft key

Pick up a Call that is on Hold

If only one call is on hold

- Be certain the call is highlighted.
Press the **SCROLL** key to scroll up or down to highlight the call.
- Press the **RESUME** soft key.

If more than one call is on hold

- Press the **SCROLL KEY** to highlight the call you want to pick up
- Press the **RESUME** soft key.

Answer a Second Call

To Automatically Place First Call on Hold

- Press the **ANSWER** soft key

To End First Call Before Answering Second Call

- Be certain the call is highlighted.
Press the **SCROLL** key to scroll up or down to highlight the call.
- Press the **END CALL** soft key to end first call
- Press the **ANSWER** soft key to answer second call

Transferring a Call / Conferencing a Call

Transfer a Call to an Extension

While you are on an active call

(Do not place the call on hold)

- Press the **TRANSFER** soft key
- Dial the **EXTENSION NUMBER**
- Press **TRANSFER** again

Transfer a Call Directly to Voicemail

While you are on an active call

(Do not place the call on hold)

- Press the **TRANSFER** soft key
- Press * and dial the **EXTENSION NUMBER**
- Press **TRANSFER** again

Conference a Call

- Place a call to first party
- Press the **MORE** soft key
- Press the **CONFRN** soft key

Dialing Inside GSD

Dial Extension Only

Dialing a Local Call

Dial "9" + number

Dialing a Long Distance Call

Dial "9" + "1" + number

You will hear two beeps.

Enter your long distance code, followed by #

- Press **CONFRN** button
- Conference is now in place

Customizing Your Phone: Volume, Ring, Contrast

Adjust the Volume

Adjust the Ringer Volume

While you are not on a call:

- Press the + or – on the **VOLUME** button

Adjust the Handset, Speakerphone, or Headset Volume

While you are on a call or have a dial tone:

- Press the + or – on the **VOLUME** button
- Press the **SAVE** soft key

Change the Ring Sound

- Press the **SETTINGS** button
- Option 1 User Preferences is highlighted
- Press the **SELECT** soft key
- Option 1 Rings is highlighted
- Press the **SELECT** soft key
- Option 1 Default Ring is highlighted.
- Press the **SELECT** soft key
- Press the **SCROLL** key to scroll up or down to your choice
- Press the **PLAY** soft key to hear the highlighted ring
- Press the **SELECT** soft key to select the highlighted option as your ring
- Press the **SAVE** soft key
- Press the **EXIT** soft key **three** times

Adjust the LCD Screen Contrast

- Press the **SETTINGS** button
- Option 1 User Preferences is highlighted
- Press the **SELECT** soft key
- Press the **SCROLL** key to scroll down and highlight Option 3 Contrast
- Press the **SELECT** soft key
- Press the **DOWN** or **UP** soft key to adjust the contrast
- -or-
- Press the + or – on the **VOLUME** button to adjust the contrast
- Press the **SAVE** soft key
- Press the **EXIT** soft key **two** times

Directories Button: Viewing Calls or Searching the Directory

View Missed Calls, Received Calls, Placed Calls, or Search the Corporate Directory

Press the **DIRECTORIES** button

Press the **SCROLL** key to scroll up or down to your choice

1. Missed Calls
2. Received Calls
3. Placed Calls
4. Corporate Directory

Press the **SELECT** soft key to select your choice

Press the **SCROLL** key to scroll up or down to a phone number

To Dial a Call in the Missed Calls, Received Calls, Placed Calls Directories:

Press the **SCROLL** key to highlight the number to call.

If the Number is and Extension Inside BIRD

- Press the **DIAL** soft key

If the Number is a Local Call

- Press the **EDITDIAL** soft key
- Delete the area code if it appears. Use the **>>** soft key to move cursor to the right of the area code, and then use the **<<** soft key to delete the area code.
- Your cursor should now be to the left of the phone number. Enter a “9” in front of the number.
- Press the **DIAL** soft key

If the Number is a Long Distance Call

- Press the **EDITDIAL** soft key
- Your cursor should be to the left of the phone number. Enter a “9” and a “1” in front of the number.
- Press the **DIAL** soft key
- When you hear two beeps, enter your long distance code, followed by #

To exit the Directories, press the **EXIT** soft key **two** times

Advanced Features: Parking, Group Pick Up, Meet Me Conference

Park and Retrieve a Call

- While on an active call:
(Do not place call on hold)
- Press the **MORE** soft key
- Press the **PARK** soft key
- Note the assigned **PARKING NUMBER**, and hang up
- Go to another phone on the system, and dial the assigned **PARKING NUMBER** to recall the parked call

Group Pick Up

- Pick up the handset, press the **SPEAKER** button, or press the **NEW CALL** soft key for dial tone
- Press the **MORE** soft key
- Press the **PICKUP** soft key
- Press the **ANSWER** soft key

Meet Me Conference

To arrange and open a Meet Me Conference:

- Get a **MEET ME** number from the system administrator
- At conference time, pick up the handset, press the **SPEAKER** button, or press the **NEW CALL** soft key for dial tone
- Press the **MORE** soft key
- Press the **MEET ME** soft key
- Dial the assigned **MEET ME** number

To join a Meet Me Conference:

- Pick up the handset, press the **SPEAKER** button, or press the **NEW CALL** soft key for dial tone
- Dial the **MEET ME** conference number