

Cisco IP Phone Training



Objectives

- **Overview**
- **Cisco IP Phone Layout**
- **Basic Phone Functions**
- **Voicemail**
- **Questions**



Foot Stand Release



- Press the foot stand adjustment knob on the right-hand side of the phone.
- With the button depressed, adjust the foot stand to the desired height to help cradle the handset.
- Release the foot stand adjustment knob.

Buttons



- **Buttons can be configured for Line Appearances, Speed Dials or Busy Lamp Fields**

Ring Volume



- **Adjust the Ringer Volume**
 - While the phone is not on a call, press the **Up** or **Down Volume** keys to hear a sample ring.
 - As the ring plays, press the **Up** or **Down Volume** keys to adjust volume to the desired level.
 - The adjustment is automatically saved.

Handset, Speakerphone and Headset Volume



- Adjust the Handset, Speakerphone, and Headset Volume
 - During a call, press the **Volume** key to increase or decrease the volume of your Handset, Speakerphone, or Headset.
 - To save the volume setting, press the **Save** softkey.

Messages



- **Voicemail Access**
 - Press the **Messages** button to access voicemail.
 - The first time you will be prompted to set up the voicemail box.
 - Use **1234** as the default password.

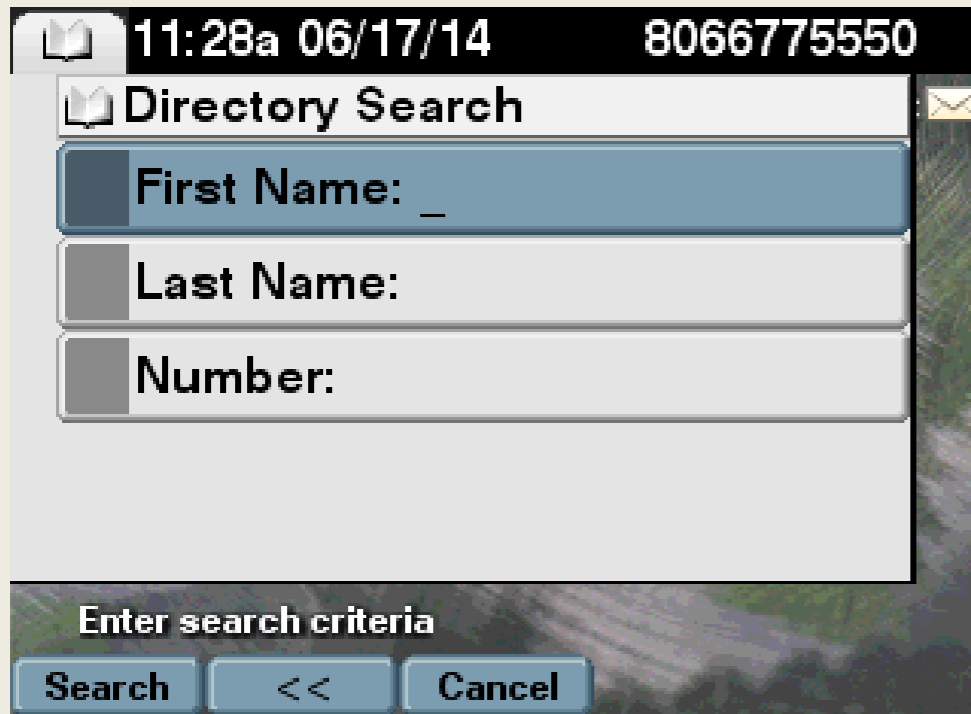
Call History



- Press the **Directories** button and use the **Scroll** keys to highlight the desired call history option: Missed Calls, Received Calls, or Placed Calls.
- Press the **Select** softkey to display the desired call history.
- To dial a number, use the **Scroll** keys or touch screen to highlight the desired number and press the **Dial** softkey.
- To return to the previous menu or to exit the Directories, press **Exit**.



Directories



- Press the **Directories** button and use the **Scroll** keys to highlight the desired Directory.
- Press the **Select** softkey to display the Search feature.
- To search, use the **Telephone Keypad** to type the name. Press the **Search** softkey.
- To return to the previous menu or to exit the Directories, press **Cancel or Exit**.



Voice Recognition Directory

- **Voice recognition directory that can be used internally and with all VoIP contracting districts.**
- **Dial 0**
- **Speak the name of the person**



Flexible Feature Buttons | Softkeys

- The buttons change based on the phone status.
- You must use the buttons.



Help



- Press the “?” button on your phone for help.
- Select “**About Your Cisco Unified IP Phone**” for IP phone details.
- Select “**How Do I ... ?**” for common tasks details.
- Select “**Calling Features**” for calling features details.

Basic Phone Functions




- **Place | Answer Call**
- **End Call**
- **Mute | Hold**
- **Call Forward | DND**
- **Transfer**
- **Conference**
 - Ad Hoc
 - Join






Placing Calls

- Dial without phone off-hook.
- Lift the **Handset** and dial the number.
- Press a **Line** button  and dial the number.
- Press the **Speaker** button  and dial the number.
- Press the **Headset** button  and dial the number.
- Press the  softkey and dial the number.




Answering Calls

- Lift the Handset.
- Press the  softkey.
- Press the **Speaker**  button.
- Press the **Headset**  button.

Ending Calls

- To end the call by using the **handset**:
 - Return the handset to its cradle.
 - Or press the  softkey.
- To end the call by using the **headset**:
 - Press  or to keep the headset mode active press the  softkey.

Ending Calls (cont)



- To end the call by using the speakerphone:
 - Press  or press the  softkey.
- To end the call one-by-one and preserve other calls:
 - Press  If necessary, remove the call from hold first.

Mute and Hold

- Mute




- During a call, press the  key to activate Mute.
- To deactivate, press  again.

- Hold


- During a call, press the  softkey.
- To return to the call, press the  softkey.

Note: Answering an incoming call automatically places the current call on hold.

Forwarding All Calls

- Press the  softkey and enter the ID number (extension number) or external phone number.
REMEMBER: Add “9” prior to the area code for an external phone number.
- To forward all calls directly to voicemail, simply press the  softkey and then press the  button.



Forwarding All Calls (Cont.)

- Your display will read “Forwarded to xxxx” and have a phone indicator of  .
- The “xxxx” display is the ID (extension) or telephone number where the calls are forwarded.





Cancel Forwarding All Calls

- To cancel call forwarding, press the  softkey.

Do Not Disturb



- To activate DND, press  .
 - If “Do Not Disturb” is active, it displays on the status bar of the phone.
 - When DND is active and a call arrives, the **phone extension flashes**, but the **ring tone is turned off**.
- To deactivate DND, press  .

Transferring Calls

- Blind Transfer
 - From an active call, press the  softkey.
 - Enter the target number (4-digit ID or extension).
 - Press the  softkey.
- Supervised/Consult Transfer (Talk to the Transfer Recipient First)
 - From an active call, press the  softkey.
 - Enter the target number (4-digit ID or extension).
 - Wait for the transfer recipient to answer.
 - Announce the call to the recipient.
 - Press the  softkey to complete the transfer.




Conference – Ad Hoc

- **Ad Hoc (3 or More Parties)**
 - During a call, press the  softkey. This opens a new line while you place the other party or parties on hold.
 - Enter the participant's phone number. This can be the **4-digit** staff member's ID, the **9 + Area Code + Phone Number** for local numbers, or the **9 + 1 + Area Code + Phone Number** for long distance numbers.
 - Wait for the call to connect.
 - When the other party answers, press  again to add this party to the call.
 - Repeat the first four steps to add additional callers.





Conference - Join

- **Establish a conference by joining multiple calls together:**
 - With an active call on your phone and the party you want to join the caller to on hold (this can be an existing conference call); Highlight the call that you have on hold by pressing up on the center navigation button.
 - Press the  softkey (You may need to press the [More](#) softkey to see [Join](#).)

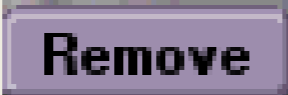


Conference - List

- To view a list of conference participants, follow the steps below:
 - Highlight an active conference.
 - Press the  softkey.
 - Participants are listed in the order in which they join the conference with the most recent additions at the top.
 - While you are viewing the conference list, press the  softkey to refresh the list.



Conference - Remove

- To remove a conference participant, follow the steps below:
 - While you are viewing the conference list, highlight the participant's name by using the navigation pad.
 - Press the  softkey.



Voicemail





Voicemail Objectives

- **Access Voicemail**
- **Activate Voicemail Box**
- **Check for Messages**
- **Reply to a Message**
- **Forward a Message**
- **Delete a Message**




Access Voicemail

- Personal Desk Phone
 - Press the  button.
 - Enter password, default is 1234.
- Other Internal Phone
 - Press the  button, press * to enter your 4-digit ID or extension, then password.
- From Phone Outside Organization
 - **(xxx)xxx-xxxx** then enter your ID or extension



Activate Voicemail

- From your personal desk phone, press the  button.
 - Enter password (Default is 1234).
- Set up your personal settings:
 - Recorded Name
 - Standard Greeting
 - Password



Changing Voicemail Passwords

- Access the voicemail system.
- From the main menu, select **Setup Option (Press 4), Personal Settings, Change Password.**
- Follow the prompts to enter and confirm the new password.
- Use a **minimum of 4 digits** for the password (up to 255 digits max).



Changing Recorded Name

- Access the voicemail system.
- From the main menu, select **Setup Option (Press 4), Personal Settings, Change Recorded Name.**
- Follow the prompts to record your name or a short message.

Note: You must record your name to ensure that your voicemail will function properly. This also allows your ID to be found when users search by name.



Greetings

📣 **Tip: Callers who reach your greeting may bypass it by pressing *.**

- Login to voicemail and select **Setup Options (Press 4), Greetings.**
- After Cisco Unity plays your current greeting, follow the prompts to rerecord it.
- **Five Greeting Types:**
 - **Standard Greeting** – plays during normal business hours or if any of the other greetings are not enabled
 - **Busy Greeting** – plays when you are busy on the phone
 - **Closed Greeting** – not currently utilized or supported
 - **Internal Greeting** – plays for internal caller
 - **Alternate Greeting** – plays instead of all other greetings when it is on (Use for special occasions such as vacation.)



Voice Mail Tips

- From your phone, press *** + ID (extension number)**, and the system goes direct to voicemail without ringing the extension number.
- A caller may press ***** to bypass a greeting.



Check Voicemail Messages

- Access the voicemail system.
- From the main menu, select the applicable menu options of either **Play New Messages (Press 1)** or **Review Old Messages (Press 2)**.
- Follow the prompts to listen to and manage your messages.



Reply to a Message

- After you listen to a message, select the menu option **Reply (Press 8)**.
- Follow the prompts to add recipients (if applicable), to record your reply, and to send it.
- **Press # to switch between addressing by mailbox number and addressing by name.**
- Follow the prompts to handle the original message to which you just replied.



Forward a Message

- After you listen to a message that you want to forward, select the menu option **Forward (Press 6)**.
- Follow the prompts to address the forwarded message to one or more recipients, to record an introduction (if applicable), and to send the forwarded message.
- **Press # to switch between addressing by mailbox number and addressing by name.**
- Follow the prompts to handle the original message that you just forwarded.



Delete a Message

- While you are listening to a message, press **3** to delete the message immediately. Once a message is deleted, it **does not continue to play** to finish the message.



Questions?

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