Place a Call

- Lift handset and dial the number
- or
- Press NewCall soft key
- Dial the number
- When the call connects, pickup the handset

Answer a Call

- Lift the handset

End a Call

- Hang up the handset
- or
- Press EndCall soft key

Place a call on hold

1. Press Hold button (the Hold button lights)
2. Press Hold button again to resume call

Transfer a Call

1. While on a call Press Transfer soft key
2. Dial number
3. Announce call transfer (optional)
4. Press Transfer soft key again to complete the transfer

Call Forward

1. Without picking up handset, press CFwdAll (2 beeps)
2. Enter target number ("Forwarded to..." message appears)

To deactivate:

1. Press CFwdAll (2 beeps)
   ("Forwarded to..." message disappears)

Note: See Web Interface Section for information on forwarding calls online.

Call Waiting

1. When you hear the call waiting beep (single alert)
2. Press Answer soft key (first call goes on hold)
3. Use Navigation buttons to alternate between calls and press the Hold button to resume a call.

Check messages

Red light on handset indicates new message(s).

To retrieve message(s):
1. Press Message soft key
2. Follow prompts to check voice mail

Place 2nd call (with a call on hold)

1. Place 1st call on hold
2. Press NewCall soft key
3. Dial the second number

Note: Use Navigation keys to alternate between 1st and 2nd call and press the Hold button to resume a call.

Retrieve missed, received, placed calls

1. Press Menu button
2. Use Navigation keys to scroll to Directories
3. Press Select soft key
4. Use Navigation to highlight either missed, received or placed calls
5. Press Select soft key
6. Use Navigation keys to scroll through calls

♦ To dial a number:

- Internal calls and Placed calls
  Use navigation to highlight a number and pick up handset (number is dialled automatically).
- Missed and Received External Calls
  Press EditDial soft key to add required extra digits to an external number (i.e.:9 and/or 1)

Speed Dial

To program speed dial numbers, see Web Interface Section.

♦ To dial a speed dial number:
1. Press Menu button
2. Use Navigation to scroll to Directories
3. Press Select soft key
4. Use Navigation to scroll to Speed Dial
5. Press Select soft key
6. Select speed dial number and pick up handset or press Dial soft key

Redial last number called

1. Press Redial soft key

Place a Conference Call

(3-6 participants)

1. While on a call, press more soft key
2. Press Confrn soft key (call goes on hold)
3. Call the next person
4. Click **Update**
5. To **deactivate** call forwarding, clear the check box and click **Update**

### Configure speed dial

**Speed Dial Settings on Phone:**
1. On the main menu, click [ADD
UPDATE YOUR SPEED DIALS]
2. Enter the phone number in the first text box and the name you would like displayed on your phone set in the second text box
3. Remember to add “9” to external numbers
4. Click [UPDATE]

**To dial,** press speed dial button on your phone.

**Speed dial settings not associated with a button (up to 99 entries accessed using dial pad and abbreviated dialing):**
1. On the main menu, click [ADD/
UPDATE YOUR SPEED DIALS]
2. Enter the phone number in the first text box and the name associated with number in the second text box (name is for reference and is not displayed on the phone)
3. Remember to add “9” to external numbers
4. Click [UPDATE]

**To dial,** enter speed dial number (1 to 99) using the dial pad and press **ABBRDIAL** soft key.

### Change Phone Locale (language)

This determines the language used on the phone’s LCD display. To change the default language setting:

1. From the main menu, click [Change the Locale for this Phone]
2. Select a language from the drop-down menu
3. Click [UPDATE]
Change Web Locale (language)

This determines the language of the CallManager. To change the default language setting:

1. From the main menu, click [Change the Locale for your device profile(s) and these web pages]
2. Select a language from the drop-down menu
3. Click [UPDATE]

Change Ring Setting

1. On the main menu, click [CHANGE THE RING SETTINGS FOR YOUR PHONE]
2. From the drop-down menus, select how you would like each line on your phone to ring
   When Phone is Idle and
   When Phone is In Use
3. Click [UPDATE]

My Address Book

Store and retrieve telephone numbers. To use this service, it must first be activated online (one time only).

☉ Activate service (online):
1. From the main menu, click Configure your Cisco IP Phone Services
2. Click My Address Book under "Available Services"
3. Click Continue
4. Enter 9 for the "Outside Access Code"
5. Enter user name (your phone number + 1)

Example:
Phone extension is 3432
User ID is 84834321
6. Enter PIN: 12345
7. Click Update

☉ Add entries (online):
1. From the main menu, click Configure your Cisco Personal Address Book
2. Click Add a New Entry
3. Enter information and click Insert

☉ Dial a number:
1. Press the Menu button
2. Use Navigation to scroll to Services
3. Scroll to My Address Book
4. Enter partial (or whole) Last, First, or Nickname using the dial pad
5. Press Submit soft key (Note: you may skip step 4 and simply scroll through your entries)
6. Select a name
7. Press Dial soft key

Fast Dial

Store up to 99 numbers for fast dialing. To use this service, it must first be activated online (one time only).

☉ Activate service (online):
1. From the main menu, click Configure your Cisco IP Phone Services
2. Click Fast Dial under "Available Services"
3. Click Continue
4. Enter 9 for the "Outside Access Code"
5. Enter user name (your phone number + 1)

Example:
Phone extension is 3432
User ID is 84834321
6. Enter PIN: 12345
7. Click Update

☉ Add entries (online):
1. From the main menu, click Configure your Cisco Personal Address Book
2. Click Fast Dials
3. Under "Description", click (Unassigned)
4. Select “Enter a directory number” and enter a phone number (it is not necessary to include 9)
5. Click Insert

To add a number not in your personal Address Book:
1. From the main menu, click Configure your Cisco Personal Address Book
2. Click Fast Dials
3. Under "Description", click (Unassigned)
4. Select “Enter a directory number” and enter a phone number (it is not necessary to include 9)
5. Click Insert

☉ Dial a number:
1. Press the Menu button
2. Use Navigation to scroll to Services
3. Scroll to Fast Dials
4. Press Select soft key
5. Enter partial (or whole) Last, First, or Nickname using the dial pad
6. Press Submit soft key (Note: you may skip step 4 and simply scroll through your entries)
7. Select a name
8. Press Dial soft key

For more information visit the VoIP website at:
http://voip.concordia.ca