### Quick Reference

#### Touch Screen

1. **Programmable Buttons**
2. **Foot Stand Button**
3. **Display Button**
4. **Messages Button**
5. **Directories Button**
6. **Help Button**
7. **Settings Button**
8. **Services Button**
9. **Volume Button**
10. **Speaker Button**
11. **Mute Button**
12. **Headset Button**
13. **4-way Navigation Pad and Select Button (center)**
14. **Keypad**
15. **Soft Key Buttons**
16. **Handset Light Strip**
17. **Touch Screen**

#### End a Call
- Press End Call soft key or touch screen
- Return handset to cradle
- On speaker phone, press the Speaker button

#### Place a Call on Hold
1. Press Hold soft key or touch screen
2. The hold icon appears on your screen
3. The line on hold will flash
4. Press Resume soft key or touch screen to resume call

#### Place a Second Call on Hold
1. Place the first call on hold by pressing the Hold soft key or touch screen

#### Press Speaker button for hands-free, then Answer or a programmable button (flashing) or Press iDivert to send caller directly to voice mail

#### Place a Call
- Pick up the handset and dial a number
- Press the Speaker button and dial a number for hands-free
- Press New Call soft key or touch screen

#### Answer a Call
- Lift Handset
- Press Answer soft key or touch phone screen

To activate the Touch Screen, press the Display button. This awakens the phone from sleep mode. To disable it for cleaning, press the Display button again.

Press (or tap) items on the touch screen with only your fingertips.
2. Press **New Call** soft key or line button

3. Press **EndCall** soft key to end second call

**Redial Last Number Called**

1. Press **Redial** soft key to dial the last number or touch screen
2. Speaker for **hands-free** turns on automatically or
   Lift Handset

**Retrieved Missed, Placed and Received Calls**

1. Press **Directories** button
2. Use **Navigation Pad** to highlight either missed, placed or received calls
3. Press **Select** soft key or touch screen
4. Press **Details** for information on called number, time of day and duration

**To dial a number:**

**Internal calls and Placed calls**

*Use Navigation Pad or touch screen to highlight a number and pick up handset (number dialed automatically)*

**Missed and Received External Calls**

*Press **EditDial** soft key or touch screen to add*

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<table>
<thead>
<tr>
<th><strong>Switch Between Multiple Calls</strong></th>
<th><strong>Transfer a Call</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Connect calls on one line:</strong></td>
<td><strong>1. From an active call, press the <strong>Transfer</strong> soft key or touch screen</strong></td>
</tr>
<tr>
<td>1. Select the call you want to switch to</td>
<td></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th><strong>Mute a Call</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Press <strong>Mute</strong> button to activate</strong></td>
</tr>
<tr>
<td><strong>Press <strong>Mute</strong> button again to disable</strong></td>
</tr>
</tbody>
</table>

**View Multiple Calls**

**To view calls on another line:**

1. Press the **Help** button
2. Immediately press the **Line** button

**Switch call to overview mode:**

1. Press **for the highlighted line**
2. In overview mode, one call is displayed per line
3. Displayed call is either the active call or the held call with the longest duration
4. To return to standard viewing mode, press the **Help** button
5. Immediately press the **Line** button

**Transfer a Call**

| **1. From an active call, press the **Transfer** soft key or touch screen** |

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**Call Forward**

1. Press **CFwdAll** soft key or **Forward All** or touch Screen
2. Dial number to forward calls to
3. Press pound key (#)

**To verify that Call Forward is enabled on your primary line:**

1. Call forward icon 📞 appears next to primary number
2. Call forward target number appears in the status line

**To deactivate:**

1. Press **CFwdAll** or **Forward All**
2. Dial target number  
3. Wait for recipient to answer  
4. Press Transfer again to complete the transfer or EndCall to cancel

<table>
<thead>
<tr>
<th>To turn off:</th>
<th>End a Conference Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Press DND or Do Not Disturb 📡</td>
<td>1. Press EndCall soft key or touch screen or</td>
</tr>
<tr>
<td></td>
<td>2. Return handset</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Check Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Message Indicators:</td>
</tr>
</tbody>
</table>
| 1. Steady red light on the handset  
2. Flashing message icon 📨 and text message appears on your phone screen  
3. A stutter tone is heard from your handset, headset or speaker phone when you place a call |

<table>
<thead>
<tr>
<th>Retrieve Message(s)</th>
</tr>
</thead>
</table>
| 1. Press the Messages button 📨  
2. Follow prompts to check voice mail |

<table>
<thead>
<tr>
<th>Meet Me Conference Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requires special phone number from IITS.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>To establish:</th>
</tr>
</thead>
</table>
| 1. Lift receiver  
2. Press MeetMe soft key or touch screen  
3. Dial the assigned MeetMe conference number |

Participants can now join conference by dialing in.

<table>
<thead>
<tr>
<th>To join a MeetMe call:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Dial the assigned MeetMe conference number</td>
</tr>
</tbody>
</table>

Note: If participants call the MeetMe number before the call has been established by the coordinator of the conference call, they will hear a busy tone.

<table>
<thead>
<tr>
<th>End the conference:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. All participants must hang up</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Join</th>
</tr>
</thead>
</table>
| 1. From an active call, press Join  
2. Press More to display this soft key  
3. Press the green (flashing) line button 📞 for the calls you wish to join |

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**Call Waiting**

1. When you hear a call waiting beep *(single alert)* press Answer soft key (first call goes on hold)  
2. Use Navigation button to alternate between calls and press Resume soft key to return to a call  
3. Press EndCall soft key to disconnect the selected caller

**Do Not Disturb (DND)**

A feature to turn off the ringer on your phone or to turn off all audible and visual notifications of incoming calls.

Your system administrator enables DND for your phone.

<table>
<thead>
<tr>
<th>To turn on:</th>
</tr>
</thead>
</table>
| 1. Press DND or Do Not Disturb 📡  
2. “Do Not Disturb” displays on the phone  
3. The DND lights 📡 and the ring tone is turned off |

<table>
<thead>
<tr>
<th>Place a Conference Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to six participants.</td>
</tr>
</tbody>
</table>
| 1. From a connected call, press Confm or Conference  
2. Press the More soft key to see Confm or touch the screen  
3. Call the next person  
4. Wait for the call to connect  
5. Press Confm or Conference again to add the participant to your call  
6. Repeat as necessary for each additional participant |
If the calls do not join:
1. Highlight the calls on the window of your phone screen
2. Press Select soft key
3. Selected calls display this icon
4. Press Join soft key to complete the action

Amber, Steady:
Privacy in use, one-way Intercom call, DND active

Amber, Flashing:
Incoming call or Reverting Call

Red, Steady:
Remote line in use (shared line or BLF status)

Red, Flashing:
Remote call on hold

Line in Do Not Disturb (DND)
Turns off the ringer on your phone or any audible or visual notifications of incoming calls

Phone Screen Icons

Remote Call on Hold
Call Forward Enabled
Incoming Call
Message Waiting
Speed Dial, Call Log or Directory Listing
Handset in Use
Headset in Use
Speakerphone in Use
Video Enabled
Feature Assigned
Mobility Assigned
Hold Assigned

Internal Directory
1. Press Directories button
2. Use Navigation button to scroll to Corporate Directories
3. Press Select soft key or touch screen
4. Use your keypad to enter a full or partial name (keep pressing a number key to toggle between letters; use << soft key to backspace and delete letters)
5. Press Search soft key or touch screen
6. Use Navigation button to highlight the name of the person you wish to call
7. Press Dial soft key to call number or touch screen or go off hook

Programmable Buttons

Green, Steady:
Active call or two-way Intercom call

Green, Flashing:
Held call

On Hook Line
No call activity on this line

Off Hook Line
You are dialing a number or an outgoing call is ringing

Connected Call
You are currently connected to the other party

Call on Hold
You have put the call on hold

Shared Line in Use
Another phone that shares your line has connected a call

Reverting Call
A holding call is reverting to your phone

Line and Call Icons
Your phone displays icons to help you determine the call and line state.

On Hook Line
No call activity on this line

Off Hook Line
You are dialing a number or an outgoing call is ringing

Connected Call
You are currently connected to the other party

Call on Hold
You have put the call on hold

Shared Line in Use
Another phone that shares your line has connected a call

Reverting Call
A holding call is reverting to your phone

Green, Steady:
Active call or two-way Intercom call

Green, Flashing:
Held call
### Conference Assigned
### Transfer Assigned
### Phone Service URL
### Option Selected
### Feature Enabled

#### Button Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔔</td>
<td>Speaker</td>
<td>Toggles the speaker phone on (button is lit) or off.</td>
</tr>
<tr>
<td>🔊</td>
<td>Mute</td>
<td>When the microphone (speaker phone) is muted, the button is lit.</td>
</tr>
<tr>
<td>🔗</td>
<td>Headset</td>
<td>Toggles the headset on (button is lit) or off.</td>
</tr>
<tr>
<td>🔧</td>
<td>Soft key</td>
<td>Each activates a soft key option (displayed on your phone screen).</td>
</tr>
</tbody>
</table>

#### Speaker
Toggles the speaker phone on (button is lit) or off.

#### Mute
When the microphone (speaker phone) is muted, the button is lit.

#### Headset
Toggles the headset on (button is lit) or off.

#### Soft key
Each activates a soft key option (displayed on your phone screen).

#### Phone Settings

**The Settings button** allows you to personalize some of the features of your phone. A screen menu will assist you in adjusting various settings such as ringer type and contrast. Scroll through the options using the Navigation button.

#### Ringer Type

1. Press the **Settings** button
2. Use Navigation button to scroll down to **User Preferences**
3. Press Select soft key or touch screen
4. Use Navigation button to scroll to **Rings**
5. Press Select soft key or touch screen
6. Press Play soft key or touch screen to hear sample ring
7. Choose a phone line or the default ring setting
8. Choose a ring tone to play a sample of it
9. Press Select to activate and Save to set the ring tone

#### Volume

**Ringer**
1. Press the **Volume** button while the handset is in the cradle and the headset and speaker phone buttons are off. The new ringer volume is saved automatically.

**Speaker, handset, headset**
1. Press the volume button while the

#### Background Images

1. Press **Settings** button
2. Use Navigation button to scroll to **User Preferences**
3. Press Select soft key or touch screen
4. Use Navigation button to scroll to **Background Images**
5. Press Select soft key or touch screen
6. Use Navigation button to select the image you want
7. Press **Preview** soft key or touch screen to view sample background
8. Press **Select** soft key or touch screen to activate
9. Press **Save** soft key or touch screen

**LCD Brightness**

1. Press the **Settings** button then select **User Preferences > Brightness**
2. To make adjustments, press **Up, Down** or use the **Volume** button
3. Press **Save** or press **Cancel**

**Web Interface (Call Manager)**

*Each user has their own personal Web site to allow them to manage some of the advanced phone features, such as:*

- Setting up speed dial
- Forwarding calls
- Activating and setting up **Fast Dial**
- Activating and setting up **My Address Book**

**Accessing Call Manager**

The Call Manager for your phone is accessed through your personal account on the MyConcordia Portal at http://www.myconcordia.ca
For information about using

the portal, see the downloadable user guide at http://web2.concordia.ca/portal/help/myconcordia.pdf.

When you have accessed your personal portal page, click [**CONFIGURE MY PHONE**].

3. Select either **voice mail** (you must have voice mail to use this option!) or this number (and enter the phone number where you want your calls to go)
4. Click [**UPDATE**]
5. To stop call forwarding, clear the check box of the extension that is being forwarded, and click [**UPDATE**]

**Select Phone Device**

*If you have multiple phone sets, you must select the one you wish to configure from the drop-down menu on the main menu page.*

**Change you Pin**

Click [**CHANGE YOUR PIN**] on the main menu. Enter 12345 as the current PIN, and select a new personal PIN consisting of 7-20 digits.

Your new PIN will be required to subscribe and activate special services such as My Address Book and Fast Dial.

**Call Forward**

1. On the main menu, click [**FORWARD ALL CALLS TO DIFFERENT NUMBER**]
2. Check box of phone extension you wish to forward

**Configure Speed Dial**

Available speed dial button(s) on your phone:
1. On the main menu, click [**ADD UPDATE YOUR SPEED DIAL**]
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 DIAL**]
  2. Enter the phone number in the first text box and the name associated with the
### Change Phone Locale Profile (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]

### 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 “Your Subscribed Services”
3. Enter 9 for the “Outside Access Code”
4. Enter User name (your phone number + 1 Ex.: Phone number 8483432 User ID will be 84834321 and new PIN
5. Click [UPDATE]

### Change Web Locale (Language)
The User Locale determines the language of the Call Manager. 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 the 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]

### Add Entries (On the Phone):
* Note that My Address Book must first be activated online
1. Press SERVICES button
2. Use Navigation key to scroll to “My Address Book”
3. Press SELECT soft key
4. Press SUBMIT soft key
5. Press NEW soft key
6. Use dial pad to enter name (keep pressing a key to toggle between letters)
7. Press SUBMIT soft key
8. Use dial pad to enter phone number(s)
9. Enter 4 digits for internal; enter 1 for long distance (9 is not necessary)
10. Press SUBMIT soft key (success message)
11. Press OK soft key

### Add Entries (Online):
1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]
2. Click [ADD A NEW ENTRY]
### 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 “Your Subscribed Services”
3. Enter 9 for the “Outside Access Code”
4. Enter User name (your phone number + 1 Ex.: Phone number 8483432 User ID will be 84834321) and new PIN
5. Click [UPDATE]

**Add Entries (Online):**
Adding 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]

**Add Entries (On the Phone):**
*Note that Fast Dial must first be activated online*

1. Press SERVICES button
2. Use Navigation key to scroll to “Fast Dial”
3. Press SELECT soft key
4. Press ASSIGN soft key
5. Use Navigation to scroll to (UNASSIGNED)
6. Press SELECT soft key
7. Enter 4 digits for internal, and enter 1 for long distance (9 is not necessary)
8. Press SUBMIT soft key (success message)
9. Press OK soft key

**Dial a Number**
1. Press SERVICES button
2. Use Navigation key to scroll to “Fast Dial”
3. Press SELECT soft key
4. Use Navigation key to select number

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<table>
<thead>
<tr>
<th>Fast Dial</th>
<th>or Adding a number not in your personal Address Book</th>
</tr>
</thead>
<tbody>
<tr>
<td>Store up to 99 numbers for fast dialing. To use this service, it must first be activated online (one time only).</td>
<td>From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]</td>
</tr>
<tr>
<td><strong>Activate Service (Online):</strong></td>
<td>2. Click [FAST DIALS]</td>
</tr>
<tr>
<td>1. From the main menu, click [CONFIGURE YOUR CISCO IP PHONE SERVICES]</td>
<td>3. Under “Description”, click [(UNASSIGNED)]</td>
</tr>
<tr>
<td>2. Click [FAST DIAL] under “Your Subscribed Services”</td>
<td>4. Select “Enter a directory number” and enter a phone number (it is not necessary to include 9)</td>
</tr>
<tr>
<td>3. Enter 9 for the “Outside Access Code”</td>
<td>5. Click [INSERT]</td>
</tr>
<tr>
<td>4. Enter User name (your phone number + 1 Ex.: Phone number 8483432 User ID will be 84834321) and new PIN</td>
<td><strong>Add Entries (Online):</strong></td>
</tr>
<tr>
<td>5. Click [UPDATE]</td>
<td>Adding a number from your personal Address Book</td>
</tr>
<tr>
<td><strong>Add Entries (Online):</strong></td>
<td>1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]</td>
</tr>
<tr>
<td>Adding a number from your personal Address Book</td>
<td>2. Click [FAST DIALS]</td>
</tr>
<tr>
<td>1. From the main menu, click [CONFIGURE YOUR CISCO PERSONAL ADDRESS BOOK]</td>
<td>3. Under “Description”, click [(UNASSIGNED)]</td>
</tr>
<tr>
<td>2. Click [FAST DIALS]</td>
<td>4. Click a name already in your “Address Book”</td>
</tr>
<tr>
<td>3. Under “Description”, click [(UNASSIGNED)]</td>
<td>5. Select a number from “Choose a Directory Number from your Personal Address Book” drop-down menu</td>
</tr>
<tr>
<td>4. Click a name already in your “Address Book”</td>
<td>6. Click [INSERT]</td>
</tr>
<tr>
<td>5. Select a number from “Choose a Directory Number from your Personal Address Book” drop-down menu</td>
<td>6. Press SELECT soft key</td>
</tr>
<tr>
<td>6. Click [INSERT]</td>
<td>7. Enter 4 digits for internal, and enter 1 for long distance (9 is not necessary)</td>
</tr>
<tr>
<td>5. Press DIAL soft key</td>
<td>8. Press SUBMIT soft key (success message)</td>
</tr>
<tr>
<td>4. Use Navigation key to select number</td>
<td>9. Press OK soft key</td>
</tr>
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