Button Features

8. Line Buttons:
   - Line 1 Selects the Primary phone line
   - Line 2 may provide access to:
     - Secondary phone line
     - Speed-dial numbers

9. Message Button: Log into Voicemail

    A. Company Directory:
       - Press the Directories button
       - Select Corporate Directory using Navigation button
       - Using dial pad, enter search criteria, then press Search
       - Press Dial in order to call desired party

    B. Missed, Received and Placed Call Log:
       - Press the Directories button
       - Select Missed Calls, Received Calls or Placed Calls
       - Navigate call using Navigation button
       - Press Dial softkey in order to dial highlighted number

    C. Edit Dial: (Edit a number selected from a Directory or Call Log)
       - Press EditDial softkey
       - Use the << and >> softkeys to delete/add numbers
       - Press Dial softkey

11. Applications Button: Pre Programmed by your Systems Administrator

12. Setting Button: Set User Preferences

13. Volume: Adjust volume up and down, press Save softkey to save changes


15. Mute Button: Press to enable mute feature

16. Speaker Button: Press to enable speaker phone feature
1. Basic User Information:
   A. Placing a call:
      • Lift handset, dial number, or
      • Press NewCall softkey, dial number (engages speaker phone), or
      • Press NewCall softkey, dial number, lift handset, or
      • Press Speaker button, dial number
   B. Ending a Call:
      • Replace handset, or
      • Press EndCall softkey, or
      • Press Speaker button (if on speaker phone)
   C. Answering a Call:
      • Lift handset, or
      • Press Answer softkey (engages speaker phone), or
      • Press Speaker button
   D. Redial Feature:
      • Lift handset and press the Redial softkey
   E. Call Back Feature:
      • While listening to ringing or busy tone, press CallBack softkey
      • When person becomes available, you will receive notification

2. Placing a Call On Hold/Resuming the Call:
   • Press the Hold softkey
   • Press the Resume softkey

3. Transferring a Call:
   • With connected call, press Transfer softkey
   • Dial number to which you are transferring, or
   • Press #extension/voice mailbox number to transfer to voicemail
   • Listen for ringing or announce caller
   • Press Transfer softkey again to complete transfer
   • In order to retrieve caller during the transfer process, press the EndCall softkey, then press the Resume softkey to connect with original caller

4. Alternatives to Answering:
   1. iDivert:
      • Press iDivert softkey in order to send caller to voicemail
   2. Do Not Disturb:
      • Press the “Do Not Disturb” soft key to activate
      • Press the “Do Not Disturb” soft key to cancel

5. Call Forward Feature: (Forward incoming phone calls to alternate phone number)
   • Press the CfwdAll softkey
   • Dial forwarding number, or
   • Press the Messages button to have all calls forwarded to voicemail
   • To cancel, press CfwdAll softkey again

6. Call Park Feature: (Held call that can be retrieved from any Cisco IP Phone)
   • With call connected, press More softkey
   • Press Park softkey
   • Remember the assigned call park “slot number” 1110 - 1139
   • To retrieve parked call: Dial slot number on any Cisco IP Phone

7. Conference Calling:
   A. Conference (Join Multiple callers together, maximum participants - 8 )
      • To initiate a conference call: Begin with caller (A) on line
      • Then press More softkey
      • Then press Confm softkey
      • Caller (A) is now on hold while you dial other participants to join
      • Connect with caller (B) by dialing number, press More softkey, then Confm softkey
      • Now you are conferenced with callers (A) and (B)
      • Repeat above steps until desired or maximum amount of participants are included in conference call
   B. Meet-Me Conference (Participants dial in to join conference)
      Internal Meet-Me Numbers:
      Maximum Amount of Participants: 8
      • To Initiate /Chair a Meet-Me conference, press More softkey
      • Then press MeetMe softkey
      • Dial Meet-Me number, now other callers can join
      • To Join a Meet-Me conference, dial Meet-Me number
   C. Conference List (View and Remove conference participants)
      • Note: Cannot use Conference List with Meet-Me
      • While conference is in process, press More softkey
      • Then press ConfList softkey, all participants will be listed
      • To remove participant, press Remove softkey – only conference call originator can remove participants (not on Meet-Me)
      • Press Update softkey to update list of participants