

## Common Cisco IP Phone Tasks

### **Place a Call**

- Lift the handset and dial the number
- Dial the number and then lift the handset
- Press the line button for your extension, dial the number, then lift the handset
- Press any available button, dial the number, then lift the handset
- Press the NEW CALL soft key, dial the number, and then lift the handset
- Press a Speed Dial button and then lift the handset
- If you have selected a number from a directory, press the DIAL soft key and then lift the handset

### **Answer a call**

- Lift handset
- If you are using a headset, press HEADSET
- To use the speakerphone, press SPEAKER or ANSWER

### **End a Call**

- Hang up
- If you are using a headset, press HEADSET
- To end a speakerphone call, press SPEAKER

### **Redial a Number**

- Lift handset press, REDIAL
- To use the speakerphone, press REDIAL

### **Hold a Call**

- HOLD
  - Press HOLD
- RETRIEVE
  - Press RESUME
  - To retrieve multiple calls, use the NAVIGATION button to select the call, then press RESUME
  - To retrieve call on multiple lines, press the line button of the line you want to pick up

□ **Transfer a Call**

- BLIND TRANSFER
  - Press TRNSFR
  - Dial “transfer to” number
  - Hang up or press TRNSFR
- CONSULTATIVE TRANSFER
  - Press TRNSFR
  - Dial “transfer to” number
  - Wait for answer and announce caller
  - Press TRNSFT to leave call. Press RESUME to reconnect to CALLER
- CANCEL
  - Press ENDCALL

□ **Ad Hoc Conference Call**

- START A CONFERENCE CALL
  - From a connected Call, press CONFRN
  - Enter the participants phone number
  - Wait for the call to connect
  - Press CONFRN again to add the participant to your call
  - Repeat to add additional participants

□ **Call Forwarding**

- ALL
  - Press CFwdALL
  - Dial “Forward to” number
  - Press the ACCEPT soft key
- VOICE MAIL
  - Press CFwdALL
  - Dial voicemail number
  - Press the ENDCAL soft key
- SPEED DIAL
  - Press CFwdALL
  - Press Speed Dial button
  - Press the ENDCALL soft key

- CANCEL
  - Hang up
  - Press CFwdAll
- **Corporate Directory**
  - Press DIRECTORIES
  - Scroll down to directory or press 5 for Corporate Directory
  - Enter name for search
  - Press SEARCH
  - Scroll to number and press DIAL
- **Call History**
  - VIEW CALL HISTORY
    - Press DIRECTORIES
    - Scroll to HISTORY list
    - Press 1 for Missed calls
    - Press 2 for Received calls
    - Press 3 for Placed calls
  - CALL FROM CALL HISTORY
    - Press DIRECTORIES
    - Select Missed, Received or Placed calls
    - Navigate to the number you wish to dial
    - Press DIAL
  - CLEAR CALL HISTORY
    - Press DIRECTORIES
    - Select Missed, Received or Placed calls
    - Press CLEAR
- **Call Pickup**
  - Lift the handset and press PICKUP
- **Call Park**
  - PARKING A CALL
    - While on a call, press PARK
    - Note the Park Number displayed
  - RETRIEVING A PARKED CALL
    - Dial the Park Number

□ **Immediate Divert**

- While a call is ringing inbound, press IDIVERT

□ **Voicemail**

- FROM YOUR PHONE
  - Press MESSAGES
  - Enter your password (Default is “123456”)
- FROM ANOTHER PHONE
  - Dial 1000
  - Enter your extension followed by #
  - Enter your password
- DIRECT TRANSFER TO VOICEMAIL
  - Press TRANSFER
  - Dial “\*” followed by the “transfer to” number
  - Hang up or press TRANSFER