INTERNAL CALLING

- CV: Dial the 4-digit extension number
- GB: Dial 8 + 4 digit extension number
- SO: Dial 8 + 4 digit extension number

EXTERNAL CALLING

- Emergency: Dial 9+911 or 911
- Local: Dial 9+Number
- Long Distance: Dial 9+1+Area Code+Number
- International: Dial 9+011+Country Code+City Code+Number

(Please dial carefully to prevent accidently dialing 911)

BASIC FEATURES

PLACING A CALL

- Lift the Handset and dial the number OR
- Press a Line button and dial the number OR
- Press the NewCall softkey and dial the number OR
- Press the Speaker button and dial the number OR
- Press the Headset button (if using a headset) OR

ANSWERING A CALL

- Lift the Handset OR
- Press the Answer softkey OR
- Press the Speaker button

ENDING A CALL

- Hang up the Handset OR
- Press the EndCall softkey OR
- Press the Speaker button (if using speakerphone) OR
- Press the Headset button (if using a headset)

SOFTKEY FEATURES

TRANSFER

While in an active call:
- Press the Transfer softkey
- Dial the number to which you are transferring the call
- (Dial * + number to transfer direct to voicemail)
- When you hear ringing:
  - Press Transfer again for a “blind” transfer OR
  - When the called party answers, announce the call and press Transfer again to complete the transfer

HOLD

While in an active call:
- Press the Hold softkey
- To return to the call, press the Resume softkey

(REMEMBER THAT THE CALLER WILL HEAR MUSIC WHEN YOU PLACE A CALL ON HOLD WHICH IS NOT APPROPRIATE FOR CONFERENCE CALLS - CONTACT THE HELP DESK IF YOU WANT TO HAVE THIS FEATURE REMOVED FROM YOUR PHONE LINE)

REDIAL

- Press the Redial softkey to dial the last number via speakerphone or lift handset and press the Redial softkey

FORWARD

This feature allows calls to your primary extension to be directed to another extension number (including voice messaging) without ringing at your phone. You can forward all incoming calls to another number or to voicemail.

To forward incoming calls:
- Press the CFwdAll softkey
- Dial the number you want to forward your calls to (include the “9” if an outside number)

Note: You will see a moving icon in the top right corner of the phone display when your phone is in the Call Forward All mode.

TIP: You can easily forward all calls to voicemail by pressing the CFwdAll softkey and then the Messages button.

To cancel forward:
- Press CFwdAll softkey

CALL PARK

Park a call when you want to store a call and retrieve the call from another phone. You can park an active call and then retrieve it using a phone at another location.

While in an active call:
- Press the More softkey once
- Press the Park softkey to park the call
- The LCD displays the 4-digit number where the call is parked (e.g. “Call park At 1101”)
- Make a note of the number that is displayed and hang up
- To retrieve the parked call: go to any phone on the system and dial the Call Park number just like any other extension

IMMEDIATE DIVERT

This feature allows you to immediately divert an incoming call to voicemail without answering.

When an incoming call rings on your phone:
- Press the iDivert softkey

JOIN

This feature allows you to join together existing calls to create a conference.

With two callers on your phone, use the scroll bar to highlight the caller on hold, press Join and both callers will be joined in a conference

CONFERENCE

This feature allows you to simultaneously communicate with 5 other people via the same line.

While in an active call (either incoming or outgoing):
- With a party already on the line, press the More softkey and then the Confn softkey to place the current line on hold and initiate an “ad hoc” conference bridge
- Dial the number of the party to be added to the conference call
- When the call connects, press Confn again to add this party to the call
CONFERENCE LIST
This feature allows you to view all conference participants.

While in a conference call, press the More softkey and then press ConfList softkey to view all conferees.

REMOVE
This feature allows the conference initiator to selectively remove any conferee from the call.

While in an active conference call:

Press the More softkey and then use the scroll bar in the middle of the phone to highlight the conferee to be removed; press the Remove softkey and the selected conferee is disconnected.

CALL HISTORIES

- Press the Directories button
- Use the Scroll keys to highlight the desired call history: Missed Calls, Received Calls, or Placed Calls
- Press the Select softkey to display the desired call history
- Use the Scroll softkey to highlight the desired number
- Press the Dial softkey to dial the number as-is; press the EditDial softkey to edit the number before dialing

CORPORATE DIRECTORY

- Press the Directories button
- Use the Scroll key to select Corporate Directory
- Press the Select softkey to display the search options
- Use the Scroll key to select the search option:
  First Name, Last Name, or Extension
- Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory

Note: It is not necessary to enter a complete query to conduct a search (e.g. entering J-A-M would yield James Smith)

- Press the Dial softkey to call the selected number

PERSONAL DIRECTORY

- Press the Directories button
- Scroll down to highlight Personal Directory
- Press Select
- Enter your User ID and PIN (default: 159357)
- Press Submit
- Scroll down to Personal Address Book
- Press Select
- Enter search criteria (or leave blank to display entire PAB)
- Press Submit

Note: Remember to Log Out if you do not wish other users of that phone to have access to your PAB.

PERSONALIZING YOUR PHONE

ADJUSTING THE DISPLAY

- Press the Settings button
- Select the User Preferences
- Use the Scroll buttons to highlight Brightness or Contrast
- Press the Select softkey to select the desired option
- Press the Up or Down softkey to set desired level
- Press the Save softkey to accept the changes (or Cancel to discard)

ADJUSTING FOOTSTAND

- Firmly press in the footstand adjustment knob on the right-hand side of the phone
- With the button depressed, adjust the footstand to the desired height and release the footstand adjustment knob

ADJUSTING THE RINGER VOLUME

While you are NOT in a call:

- Press the Up or Down keys to adjust volume to the desired level – the setting is automatically saved

CHANGING A RINGER TYPE

- Press the Settings button
- Select the User Preferences
- Select Rings
- Use the Scroll keys to highlight the desired line
- Press the Select softkey to display a list of ring tones
- Press the Scroll keys to highlight a ring tone
- Press the Play softkey to hear the selected ring tone
- Press the Select softkey to choose the desired ring tone
- Press the Exit softkey 3x to return to the main screen

ADJUSTING THE VOLUME

While in an active call:

- Press the Volume key to increase or decrease the volume of your Handset, Speakerphone, or Headset
- Press the Save softkey to save the volume setting

Note: The volume setting will only be changed for the option being used.

To access Help directly from your phone:

Press the ? key

Note: During non-working hours the telephone display will go into a power save mode. This will not affect the operation of the phone. The phone screen will reactivate by either lifting the handset, pressing a key or at the arrival of an incoming call.

For more details and accessing additional features see:

https://staff.nrao.edu/computing/phones

Online training videos:


Cisco IP Phone Overview:

http://tinyurl.com/7y5qd4a
(courtesy Network Solutions, Inc.)

Change Ring Tones:

http://tinyurl.com/7vfn8nn
(courtesy Nova Voice & Data Systems, Inc.)