








NRAO CHARLOTTESVILLE
Cisco IP Telephone Systems “Cheat Sheet”
(Rev D), Page 1

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 accidentally 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
- 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
(Please 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 wish 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 1110”)
-  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 **Confrn** 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 **Confrn** 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 Volume** 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:

http://www.cisco.com/E-Learning/bulk/public/ce/c/7940_Tutorial/index.html

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.)