Bowie State University

Getting to Know Your Phone

Message Waiting

Line or Speed Dial Button

Liquid Crystal Display (LCD) Screen

Soft Keys

Features and Adjustments

Messages

Directories

Services

Settings

Buttons

Volume Button

Speaker Button

Headset Button

Blue Button
Phone Connectivity

- 1 - AC adapter port (DC48V) – If Applicable
- 2 - Power supply with AC adapter port plug – If Applicable
- 3 - Power cable with wall socket plug – If Applicable
- 4 - Network port (10/100 SW) - Plug cable into wall jack
- 5 - Access port (10/100 PC) - Plug cable into your PC
- 6 - Handset port – Plug handset into phone
- 7 - Headset port - If Applicable

Phone Buttons

- Scroll Button
- Alpha-numeric Pad
- Information Button
- Function Buttons
- Volume
- Headset
- Mute
- Speakerphone
Soft Keys

Using Soft Keys

Example of Softkeys when handset is lifted

- Press the button beneath any softkey to select that function.
- Softkeys change depending on the feature in use.
- Select the more softkey to see more softkeys.
Using the Speakerphone

- To switch from the handset to the speakerphone, press the Speaker button on the front of your phone during a call, then hang up the handset.
- To place and answer calls using the speakerphone, press the Speaker button. You can use the speakerphone in conjunction with all of the features on your Cisco IP Phone.
- To switch from speakerphone to handset during a call, simply lift the handset.

Adjusting the Speaker Volume

- Step 1 - Place/Receive a call
- Step 2 - While you are on a call, adjust the volume to your liking
- Step 3 - While you are still on the call, press the SETTINGS button and then the SAVE button.
- Step 4 - This will save your speaker volume setting even after you hang up.
**Adjusting the Ringer Volume**

- Step 1 - press the up or down Volume button while the handset is in its cradle.
- Continue to press the Volume button to hear sample rings and to adjust the volume to the desired level.
- The ringer volume is automatically saved.

**Using a Headset**

- Headsets do NOT come with the phone!
- To place and answer calls using a headset, plug an approved headset into the back of the phone base and press the Headset button on the front of your phone. You can use the headset in conjunction with all of the features on your Cisco IP Phone, including the Volume and Mute buttons. Use these buttons to adjust the volume to the ear piece and to mute the speech path from the headset microphone.
Placing a Call

- You can simply:
  - Lift the handset
  - Dial the phone number
- Other ways include the following:
  - Dial the phone number
  - Do one of the following:
    - Lift the handset
    - Press the line button for the line you wish to call on
      (Speaker button lights)
- Internal Calls:
  - Dial the four digit extension
- External Calls:
  - Dial "9" and the phone number
  - A "1" is required for calls not in the 202 area code

Answering an Incoming Call

- Lift the handset
- Or, answer with the speakerphone; either:
  - Press the Speaker button
  - Press the Answer softkey
  - Press the line button for the incoming call
- Or, answer with a headset; either:
  - Press the Headset button
    (If not lighted)
  - If lighted, either:
    - Press the Answer softkey
    - Press the line button for the incoming call
- Press the Mute button to mute a call or to disengage mute.
Answering a Second Incoming Call

- While on the first call:
  - If necessary, press the Scroll key to highlight the second call.
  - Then, press the Answer softkey. This places the first call on hold.

- To resume either call:
  - Press the Scroll key to select the desired call.
  - Then, press the Resume softkey.

- To end either call:
  - Press the Scroll key to select the call.
  - Then, press the EndCall softkey.
  - After ending either call, press the Resume softkey to resume the other call.

Ending a Call

Depending on how the call was placed (or accepted), do any one of the following:

- Hang up the handset
- Press the Speaker button
- Press the Headset button
- Press the EndCall softkey
Placing a Call on Hold

- Step 1 - Place/Receive a call
- Step 2 - While you are on a call, press the hold soft key
- Step 3 - The call indicator next to the line extension will show two arrows pointing towards each other
- Step 4 - While you are on hold, press the Resume soft key
- Step 5 - The call indicator next to the line extension will show a phone off the hook

Conference Call

- Step 1 - Call the first party in the conference call.
- Step 2 - Press the MORE button and then press the CONFRN software button.
- Step 3 - Dial the number of your second party in the conference call.
- Step 4 - When that party answers and agrees to participate in the call, press the CONFRN button again to connect all parties. If the second party is not available, press ENDCALL. You should be then prompted to RESUME the call with your first party.
- Step 5 - If you have more than two additional parties, repeat steps 2-4 until everyone is in the conference.
- Step 6 - The conference call initiator can remove people from the conference call by pressing the ConfList soft key. This will show a list of everybody that is in the conference. Highlight the caller you want to remove and press the remove softkey.
Conference Call - Join

- Step 1 – Whenever you have multiple calls on your phone, you can use the Join softkey to combine the 2 calls into a conference call.
- Step 2 – While you are on the phone with the first party, you can use the navigation button to highlight the call on hold and then press the JOIN softkey to create the conference call.
- Step 3 – Your screen then will change from showing 2 calls to showing 1 call as a conference call.

Call Transfer

- Step 1 – During a call, press the Transfer soft key. This puts the call on hold.
- Step 2 – Dial the number or office extension to which you want to transfer the call.
- Step 3 – When it rings on the other end, press Transfer again. Or, when the party answers, announce the call and then press Transfer.
- Step 4 – If you are using a handset, hang up.
- If the party refuses the call, press the Resume soft key to return to the original call.
Call Park

- To Park a Call
  - Step 1 - Place/Receive a call
  - Step 2 - While you are on a call, press the more button (if necessary) and then press the Park soft key
  - Step 3 - The phone will display the extension where the call is parked (i.e.: 5200 - 5219)

- To Retrieve a Parked Call
  - Step 1 - From any phone, dial "XXXX"
  - Step 2 - Call is retrieved from Park
  - Step 3 - If call is not retrieved within 1 minute it will ring back to the phone that parked the call

Call Park # This # will be displayed for 45 seconds

iDivert – Diverting a Call to Voice Mail

- iDivert – this soft key is available when the user is receiving an incoming call. When you press this button it will send the call directly to voice mail
Call Forward All

- Step 1 - Press the CFwdAll soft key. You should hear two beeps.
- Step 2 - Enter the number to which you want to forward all of your calls.
- Step 3 - Be sure to enter the number exactly as you would if you were placing a call to that number. For example, enter an access code such as 9 or the area code, if necessary.
- Step 4 - After you enter the number, an animated phone icon with a flashing right arrow appears in the upper-right corner of the LCD screen. The LCD also displays a message confirming the number or extension to which your calls are being forwarded.
- Step 5 - To cancel call forwarding, press the CFwdAll soft key.

Missed Calls:
- Step 1 - Press the Directories button.
- Step 2 - Scroll to the Missed Calls option and press SELECT.
- Step 3 - If desired, press the DIAL button to place a call from the missed call directory.
- Step 4 - If necessary (e.g., "9" to dial outside numbers), you may use the EDIT/DIAL button to add or delete a number.

Received Calls:
- Step 1 - Press the Directories button.
- Step 2 - Scroll to the Received Calls option and press SELECT. Repeat Steps 3 & 4

Placed Calls:
- Step 1 - Press the Directories button.
- Step 2 - Scroll to the Placed Calls option and press SELECT. Repeat Steps 3 &
Corporate Name Directory

- Step 1 - Press the Directories button.
- Step 2 - Scroll to the Corporate Directory option and press SELECT.
- Step 3 - Use the scroll to select the first name, last name or number option.
- Step 4 - Use the numbers corresponding to the letters on the dialing pad to enter the name or number you are searching for in the directory.
- A complete name is not required. Entering a "r" under first name and hitting the "Search" soft key will return all users with the first name starting with "r".
- Step 5 - If desired, press the DIAL button to place a call from the corporate directory.

How Do I Know if I Have Voice Mail?

- Message Waiting Indicators
  - Red LED behind ear piece of handset
  - Envelope icon next to line extension
  - Light turns off and envelope disappears after all messages have been reviewed
How Do I Set Up My Voice Mailbox?

- Press the Messages button (shown in picture)
- Enter basic system password of "12345"
- Follow the system prompts
  - Say your name
  - Enter a greeting
  - Enter a new password
- You are automatically listed in the dial by name directory after setup

How Do I Check My Messages?

- From an Internal Phone
  - Confirm that the message waiting indicator is on
  - Dial 7600 or press the messages button
  - Enter your new password
  - Retrieve your messages
- From an External Phone
  - Dial 202-364-7600
  - Press the "*" key
  - Enter your ID (your phones XXXX extension)
  - Enter your password
  - Retrieve your messages
Questions?