

UNIVERSITY of PUGET SOUND

TECHNOLOGY SERVICES

CISCO Phone Quick Reference Sheet

Placing a call:

- Lift handset (receiver), then dial number*
- For hands-free (using headset or other device): press the **New Call** soft key, then dial number or press **Speaker**, then dial number

*You must dial 9 for all off-campus numbers.

Ending a call:

Hang up handset or press the **End Call** soft key

Placing a 2nd call (and place 1st call on hold):

Press the **Hold** soft key then press the **NewCall** soft key, then dial number

Answering a call:

- Lift handset or
- For hands-free, press the **Answer** soft key or press **Speaker**

Muting a call: (disables microphone)

- Press the **Mute** button to activate
- Press the **Mute** button again to deactivate

Placing a call on hold:

- Press the **Hold** soft key
- Press the **Resume** soft key or your line button to resume call

Note: If multiple calls are on hold, use the **Navigation** button to select the desired call



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|--------------------------|-----------------|
| 1. Indicator light | 10. Mute |
| 2. LCD Screen | 11. Headset |
| 3. IP Phone Series | 12. Volume |
| 4. Line Buttons | 13. Services |
| 5. Adjustable foot stand | 14. Messages |
| 6. Directories | 15. Navigation |
| 7. Help | 16. Dial Pad |
| 8. Settings | 17. Soft Keys** |
| 9. Speaker | |

A **soft key is a button for which the function changes (Labels on LCD screen change when you receive, answer or place a call).

A **line button** is pre-labeled and the functionality does not change.

Immediately divert/forward incoming call to voice mail:

- Press the **iDivert** soft key

Transferring a call:

- During a call, press the **Transfr** soft key (places call on hold)
- Dial the second number (to transfer call to)
- To directly transfer the party, press the **Transfr** soft key to complete the transfer
- To speak to the recipient prior to transferring, wait for recipient to answer, speak to him/her then press **Transfr** to release the call and hang up
- To cancel the transfer, press the **Resume** soft key

Conference Calls:

- Adding someone to a call: while on a call, press the **More** soft key followed by **Confrn** soft key (places the first party on hold and opens another line)
- Dial another number; when the party answers, press **Confrn** soft key again and the conference is complete (all parties can talk to each other)
- To see who is on the call, press **More** soft key and then **ConfLi** soft key. The star (*) key indicates a call's originator
- To remove a conference caller, use the **Navigation** buttons to highlight the party, then press **Remove**

For more information, please visit:

<http://www.pugetsound.edu/phones>

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Join multiple calls (create a conference call from two separate calls):

- Remain on the line with one of the callers
- Use the Navigation buttons to highlight the held call
- Press the **More** soft key
- Press the **Join** soft key

To answer incoming Call Waiting call:

- Press the **Answer** soft key button when you hear the call waiting beep (first call automatically goes on hold)
- Use the **Navigation** buttons to alternate between calls
- Press **Resume** soft key to resume call with selected call

Call Forwarding:

- Press the **Cfwdall** soft key
 - Dial the number to which you want to forward the call
- Note: dial 1500 to forward to voicemail or press Messages*
- To deactivate, press **Cfwdall** soft key

Do Not Disturb/DND:

- To use this feature, press **more** twice then select **DND**

Call Pick Up– to pick up a call ringing on another extension:

- Lift handset, press **More** twice and press the **PickUp** soft key

Call Park– to hold a call and retrieve it at another extension:

- While on the call, press the **Park** soft key
- LCD screen will display a **Park Code**, which you will want to memorize or write down, as you'll need it to retrieve the call
- Hang up the call at current location
- To retrieve the Parked Call, lift handset and dial the Park Code

Redialing the last number called (for internal calls only):

Lift handset, then press the **Redial** soft key

Dialing a Missed Call:

- Press the **Directories** button and press **1** for **Missed Calls**
- Use the **Navigation** buttons to highlight the number you would like to dial
- Press **Dial** for on-campus (internal) calls
- Press **EditDial** and add the prefix **9** for dialing off-campus (external) calls

Using Directories to your advantage:

Press the **Directories** button, then press

- 1: Missed calls
- 2: Received calls
- 3: Placed calls
- 4: Personal directory
- 5: Corporate directory (where you can search by name through the entire campus directory)

Viewing and retrieving missed, received or placed calls:

- Press **Directories** button
- Use **Navigation** buttons to highlight either missed, received or placed calls
- Press **Select** or press the number associated with the respective directory

To use the Corporate Directory:

- Press **Directories**
 - Press **5** for the Corporate Directory
 - Enter name by typing in letters of either first name, last name or phone number
- Note: to type the letter "L" for example, you would press the 5 button three times (once for J, twice for K, three times for L)*

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