Cisco Phone Overview

Providence School Department extensions are 5 digits.

Dial 8 to place an outside call.

Voicemail: Internal – Hit messages (Envelope) button or dial 10000

To place a call, choose one of the following options:
> Lift the handset and dial the number.
> Press the **Dial** Soft key.
> Press a line button and dial the number.
> Press the **Speaker** button and dial the number.
> Press the **New Call** Soft key and dial the number.

To answer a call, choose one of the following options:
> Lift the handset.
> Press the line button associated with the call.
> Press the **Answer** Soft key.
> Press the **Speaker** button.

To end a call, choose one of the following options:
> Hang up the handset.
> If on speakerphone - Press the **Speaker** button.
> Press the **EndCall** Soft key.

To redial the most recently dialed number, choose one of the following options:
> Lift the handset and press the **Redial** Soft key
> Press the **Redial** Soft key to activate the speakerphone 05 0 TD-.0002 Tc.0.0003 TwTc-.8 30 Tc0 Tw( )T

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Perform this task while on a call; or lift the handset or press the **Speaker** button.
Press the up or down volume button to increase or decrease the volume of your handset or speakerphone.
Press the **Save** <u>Soft key</u> to save setting.

To mute a call:

Press the Mute button.
To turn off mute, press Mute again (or if on speakerphone - lift the handset).

To place a call on hold:

While on a call, press the **Hold**

To end a conference call, all parties must hang up.

To place a conference call on speakerphone, press the **Speaker** button (GREEN).

Pressing the mute button (RED) will deactivate the microphone on the phone and the other parties will not be able to hear you but you can hear them.

Forward All Calls

To forward all calls to another extension:

Press the **CFwdALL** Soft key.

Enter the 5-digit extension number to which you want to "Forward All" of your calls.

You will hear one beep, and a flashing right arrow will appear next to you phone number on the LCD to indicate that all calls are being forwarded.

The display at the bottom of the LCD will change to show the extension number the phone is forwarded to. "Forwarded to xxxxx"

To forward all calls to voicemail:

Press the **CFwdALL** Soft key. You will hear a beep, and then press the Messages button.

Your phone will ring once, then into voicemail.

The text at the bottom of the LCD will display "Forwarded to Voicemail"

To cancel forward all calls:

Press the **CFwdALL** Soft key. You will hear one beep, and the flashing arrow will no longer display next to your phone number on the LCD, indicating that forward all calls is not active.

The text at the bottom of the LCD will return to "Your Current Options"

Call Park

Call Park allows you to put a call on hold and pick it up at any other extension.

To park a call:

Press the **more** Soft key.

Press the **Park** Soft key.

A call Park Number (13800 – 13809) will be automatically generated and displayed (**10 seconds**) at the bottom of the phone display. This is the number that will need to be dialed to retrieve the call.

If the call is NOT picked up in 1 minute from the time the call was parked; it WILL ring-back on the phone that originally parked the call.

To retrieve a parked call:

At the phone where you wish to retrieve the parked call; lift the handset.

Dial the Call Park number (13800 – 13809) where the caller was Parked to retrieve the call.

Directory Features

Press the directories button to display the Directory Menu, which provides access to the following Sub-menus.

1. Missed Calls. For internal calls, the list displays the directory number and the User name of the party whose call was missed. For external calls, the list displays the caller's phone number, unless blocked by the caller.

2. Received Calls. For internal calls, the list displays the directory number and the user name of the party whose call you answered. For external calls, the list displays the caller's phone number, unless blocked by the caller.

3. Placed Calls. This is a list of number recently dialed from the phone

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NOTE: You do NOT need to have (or enter) a complete name or extension number in order to search.

Phone Ringer Settings:

To change your ringtone:

Press the Settings Button
Press the Digit 1 to select User Preferences
Press the Digit 1 to Select Rings

If your phone has only 1 extension; Press 1 for Default
If your phone has 2 or more extensions; Press the associated Digit to change the ringtone for that line.

Use the Blue Rocker Button to scroll through and highlight one of the 29 ringtones.
Press the PLAY softkey to play the selected ringtone.