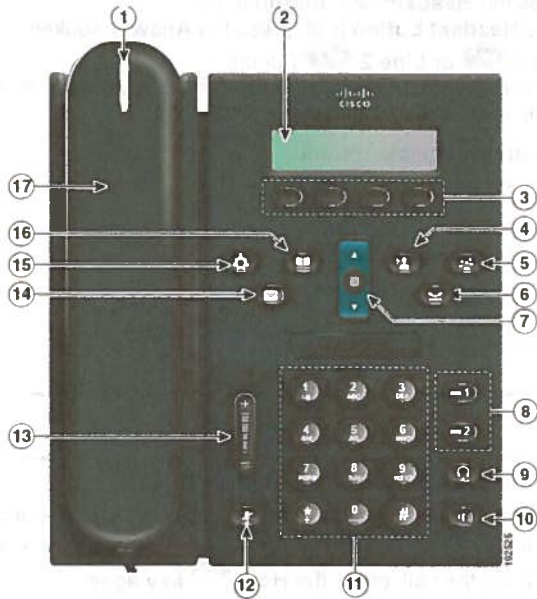
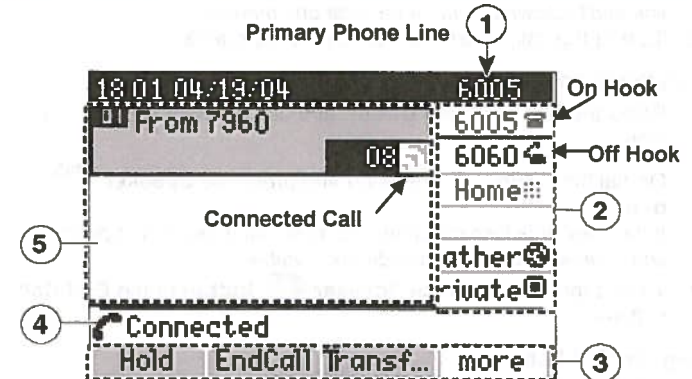




An Overview of Your Phone



The Phone Screen












 Line 6005 is "on hook" (The handset is resting in the cradle, no calls are active and there is no active dial tone).

 Line 6060 is "off hook" (The handset is lifted from the cradle, the speakerphone is on or another method used to get a dial tone or answer an incoming call is in use).

Lines vs. Calls - The phone illustrated above has two lines.

1	Handset light strip	Indicates an incoming call (flashing red) or new voice message (solid read).
2	Phone screen	Shows phone features.
3	Programmable buttons	Provide access to phone lines, speed-dial numbers, web-based services, and phone features.
4	Transfer button	Transfer a call to another party.
5	Conference button	Creates a conference call.
6	Hold button	Places an active call on hold.
7	Navigation bar and Select button	The Navigation bar scrolls through menus and highlights items. On-hook it displays the Paced Call s Log (up arrow) or your speed dials (down arrow). The Select button (in the middle) selects the highlighted item.
8	Primary and Secondary phone lines	Press the Line 1 button to access your primary line. The Line 2 button may provide access to a second line, a speed dial, or web-based services
9	Headset button	Toggles the headset on or off.
10	Speaker button	Toggles the speakerphone on or off.
11	Keypad	Dials phone numbers, enter letters, and choose menu items.
12	Mute button	Toggles the Mute feature on or off.
13	Volume button	Controls the volume of the ring tone, handset, headset, and speakerphone.
14	Messages button	Dials your voice message service.
15	Applications button	Adjust phone screen contrast and select ring tones. Access call history, user preferences, phone settings, and phone information.
16	Contacts button	Opens/closes the Directories menu. Access personal and corporate directories.
17	Handset	Place and answer calls.




1	Primary phone line	Displays the extension number for your primary phone line.
2	Programmable button labels indicate the configuration for programmable buttons on your phone:	<ul style="list-style-type: none">  Phone lines—Each corresponds to a line button. You may have multiple lines assigned to your phone. The phone illustrated above has two lines. The primary line (Line 6005) is on hook and Line 6060 is off hook.  Speed-dial numbers—Each corresponds to a speed-dial button.  Phone services—Each corresponds to a web-based phone service.  Phone feature—Each corresponds to a specific feature.
3	Softkey labels such as Hold, End Call and Transfer. Activate a softkey by pressing the corresponding softkey button. Press the more softkey button to display additional softkey labels.	
4	Status line Displays audio mode icons, status information, and prompts. Line 6006 is connected using the handset. This icon looks like a speaker if connected using the speaker button and a headset if connected using a headset.	
5	Call activity area Displays current calls for the highlighted line and includes detailed information such as caller ID, call duration, and call state.	<ul style="list-style-type: none">  Connected call. You are currently connected to the other party.  Incoming call, ringing. An incoming call is ringing on one of your lines.  Outgoing call, ringing. An outgoing call is ringing on the other party's line.  Call on hold. You have put this call on hold. When displayed next to a phone line, this icon indicates that all calls on the line are on hold.  Outgoing call, busy line. The outgoing call that you placed has reached a busy line.

Place Calls


Using the Handset

1. Pick up the **handset** and dial the number or extension.
Or dial the number or extension and pick up the handset.
If the number is long distance, you may need to dial 9 for an outside line and 1 followed by the area code and number.
2. To end the call, return the handset to the cradle.



Using the Speakerphone

1. Press the **Speaker**  button and dial the number or extension.
Or dial the number of extension and press the **Speaker**  button.
If the number is long distance, you must dial 9 for an outside line and 1 followed by the area code and number.
2. To end the call, press the **Speaker**  button or the **End Call** softkey.

Using the Call Softkey

1. Dial the number or extension and press the **Call** softkey.
*The Call softkey automatically invokes speakerphone mode if the handset is in its cradle and the headset button is not lit. If you do not want to use speakerphone mode, lift the handset from the cradle or press the **Headset**  button to use your headset.*
2. To end the call, press the **End Call** softkey.

Using the Headset

1. Press the **Headset**  button and dial the number or extension.
The Headset button will illuminate in green when it is on.
Or dial the number of extension and press the **Headset**  button.
2. To end the call, press the **End Call** softkey.
The Headset button will remain lit; therefore the next time you place a call using the Call softkey, you will automatically invoke headset mode rather than speakerphone mode.

Redial the Most Recently Dialed Number

1. Press the **Redial** softkey.
The Redial softkey automatically invokes speakerphone mode if the handset is in its cradle and the headset button is not lit. If you do not want to use speakerphone, lift the handset from the cradle.

End Calls

Hang Up With the Handset

1. Return the handset to the cradle or press the **End Call** softkey.

Hang Up With the Headset


1. Press the lit **Headset**  button or press the **End Call** softkey.
*Headset mode remains activated when you press **End Call**.*

Hang Up While Using the Speakerphone

1. Press the **Speaker**  button or press the **End Call** softkey.

Mute Calls

Toggle Mute On

1. Press the **Mute**  button.
Mute disables the audio input for your handset, headset, speakerphone and external microphone. You can hear other parties but they cannot hear you.

Toggle Mute Off




1. Press the **Mute**  button.
The Mute button illuminates in red when it is on.

Answer Calls

Answer With the Handset

1. Pick up the handset.

Answer With the Headset

1. Press the **Headset**  button if *unlit*.
If the **Headset** button is lit, press the **Answer** softkey or the **Line 1**  or **Line 2**  button.
Pressing Answer or a line button automatically invokes speaker phone mode unless the headset button is lit.

Answer with the Speakerphone

1. Press the **Speaker**  button.

Answer with the Answer softkey





1. Press the **Answer** softkey.

Answer with a Line Button



1. Press the **Line 1**  or **Line 2**  button.

Handle Multiple Calls




Use Hold and Resume With One Connected Call

1. Press the **Hold**  key to place a connected call on hold.
The Call on Hold icon  displays next to a call that is on hold.
2. To resume the call, press the **Hold**  key again.
The Connected icon  displays next to the line that is connected.





Switch From a Connected Call to Answer a Ringing Call

1. Press the **Answer** softkey.
The connected call is automatically placed on hold and the Call on Hold  icon displays next to calls that are on hold.
2. To resume a call that is on hold, press the **Navigation** button to highlight the call you want to resume.
3. Press the **Hold**  key.
The connected call is automatically placed on hold.


Switch Between Calls

1. Press the **Navigation** button to highlight a call that is on hold.
2. Press the **Hold**  key.
The other call is automatically placed on hold and the Call on Hold  icon displays next to the phone line.
The Connected icon  displays next to the line that is connected.
The number of active calls depends on your call stack.

Place a Call When Another Call is Connected


1. Press the **Hold**  key to place the active call on hold.
The Call on Hold  icon displays next to the line that is on hold.
2. Press the **New Call** softkey.
3. Dial the number or press the Redial softkey.
The number of active calls depends on your call stack.
The Call on Hold  icon displays next to the call on hold.
The Connected icon  displays next to the call that is connected.

Join Callers into a Conference Call





1. With two or more callers on the line, scroll to highlight a call that is on hold.
2. Press the **Join** softkey to join all callers into the conference call.
The Select softkey enables you to select only certain callers to join into the conference call.
*Selected calls display a checkmark  and are grouped together in the call list. Highlight one of the selected calls and press the **Join** softkey to join only selected callers into the conference call.*
See Conference Calls on Page 4 for additional instructions.

Dial From the Corporate Directory

Dial From the Corporate Directory


1. Press the **Directories**  key.
2. Press **5** to select **Corporate Directory**.
3. Press the key on your keypad to enter the first few letters of the a first name or press the **Navigation** button to select **Last Name:** and enter the first few letters of a last name.
Press each key repeatedly until the correct letter is selected. Use the Backspace key << to erase characters to the left.
4. Press the **Search** softkey.
5. Press the down arrow on the **Navigation** button to highlight the listing and press the **Call** softkey.

Dial From the Corporate Directory While on a Connected Call

1. Complete steps 1 through 4 above.
2. Press the **Navigation** button to scroll to the listing.
3. Press the **Call** softkey.
The phone screen displays the Handle Current Call prompt.
4. Press one of the following to handle the first call.
 - * Press **Hold** to put the first call on hold and dial the second.
 - * Press **EndCall** to disconnect the first call and dial the second.
 - * Press the **Transfer** key . When the second party answers, press the **Transfer** key  again to transfer the first party to the second.
 - * Press the **Conference** key . When the second party answers press the **Conference** key  again to create a conference call with all parties.
Press the Cancel softkey at any time to return to the Directory Screen.
Press the Directories key to return to the default phone screen.

Voice Mail


Listen to Your Voice Messages

1. Press the **Messages**  key.
2. Enter your voice mail password and follow the prompts.
Your handset light strip is solid red and a flashing envelope appears on your phone screen when you have new voice mail messages.

Personalize Your Voice Mail

1. Press the **Messages**  key.
2. Enter your voice mail password and follow the prompts.

Check Voice Mail From Another Extension

1. Press the **Messages**  key followed by the * key.
2. Enter your extension (user id).
3. Enter your password and follow the prompts.


Check Voice Mail From an External Phone

1. Call your direct dial number.
2. Press the * key when you hear the greeting.
3. Enter your extension (user id).
4. Enter your password and follow the prompts.

Send a Ringing Call to Your Voice Mail



1. Press the **iDivert** softkey.
iDivert transfers a ringing call or a call on hold to your voice mail.

Forward All Calls to Your Voice Mail



1. Press the **Fwd ALL** softkey and then press the **Messages**  key.
The phone screen displays say "Forwarded to Voicemail."
2. Press the **Fwd OFF** softkey to cancel call forwarding to voice mail.
Refer to the one-page Voice Mail Reference Guide for additional voice preferences and settings.

Transfer Calls

Blind Transfer (Transfer Without Speaking to the Transfer Recipient)

1. Press the **Transfer**  key.
2. Enter the target number or extension and press the **Transfer**  key again.

Consult Talk to (Speak to the Transfer Recipient Before Transferring)


1. Press the **Transfer**  key and enter the target number or extension.
2. Wait for the transfer recipient to answer.
3. If the transfer recipient accepts the call, press the **Transfer**  key again.
To reconnect with the caller if the transfer recipient does not answer or answers but is not available, press the End Call soft key (if necessary) and then press Resume.

Transfer a Caller to Someone's Voice Mail


1. Press the **Transfer** key followed by the * key.
2. Enter the recipient's extension and press the **Transfer** key again.

Dial From Call Logs


Dial From the Placed and Received Call Logs

1. Press the **Applications**  key.
2. Press **1** to select **Call History**.
3. Press the **All Calls** softkey if necessary.
4. Press the **Navigation** button to highlight the call.
The Call History screen displays Placed and Received Calls. The direction of the arrow on the icon next to the call enables you to determine if the call was a received or placed call.
To add a prefix or other digits such 9 for an outside line and/or 1 for a long distance call, press the EditDial. EditDial is usually used to call a missed or received call from the call log.
5. Press the **Call** softkey.





Dial From the Missed Call Log

1. Press the **Applications**  key.
2. Press **1** to select **Call History**.
3. Press the **Missed** softkey if necessary.
4. Press the **Navigation** button to highlight the missed call.
5. Press the **Call** softkey.
To add a prefix or other digits such 9 for an outside line and/or 1 for a long distance call, press the EditDial. EditDial is used in the missed and received call logs to dial an external caller.

Erase All Call Logs

1. Press the **Applications**  key.
2. Press **1** to select **Call History**.
3. Press the **more>** softkey
4. Press the **Clear** softkey followed by the **Delete** softkey.
All calls are erased from the Missed, Placed, and Received call logs. Each call log can store a maximum of 100 calls.

Dial From a Call Log While on an Connected Call

1. Complete steps 1 through 4 above under Dial From the Missed Calls Call Log or Dial From the Placed and Received Call Logs.
2. Scroll to the listing and press the **Call** softkey.
3. Press one of the following softkeys to handle the first call.
 - * Press **Hold** to put the first call on hold and dial the second.
 - * Press **EndCall** to disconnect the first call and dial the second.
 - * Press the **Transfer** key . When the second party answers, press the **Transfer** key  again to transfer the first party to the second.
 - * Press the **Conference**  key . When the second party answers press the **Conference** key  again to create a conference call with all parties.
Press Cancel at any time to return to the Directory Screen.

Forward Calls


Forward Calls to an Extension or External Number

1. Press the **Fwd ALL** softkey and enter the target number or extension.
*Enter the number exactly as you would dial it.
The phone screen displays "To" followed by the number or extension.*

Cancel Call Forwarding

1. Press the **Fwd OFF** softkey.

Forward All Calls to Your Voice Mail

1. Press the **Fwd ALL** softkey and then press the **Messages**  key.
The phone screen displays "Forwarded to Voicemail."
2. Press the **Fwd OFF** softkey to cancel call forwarding to voice mail.

PickUp and GPickUp

Answer a Ringing Call on an Extension in Your Group

1. Press the **PickUp** softkey.
The call will ring on your phone.

Answer a Ringing Call on Extension Outside Your Group

1. Press the **GPickUp** softkey.
2. Enter the call group pickup code provided by your system administrator.
3. The call will ring on your phone.
The system administrator must establish "groups" before you can use PickUp and GPickUp.

Customize Your Phone



Adjust the Volume of the Ring Tone

1. Press the **Volume** button while on-hook. 



Adjust the Volume of the Handset, Speakerphone, or Headset

1. Press the **Volume** button during a call or after invoking a dial tone.

Change the Ring Tone

1. Press the **Applications**  key.
2. Press **2** to select **Preferences**.
3. Press **1** to select **Ringtone**.
4. Press the arrow keys on the Navigation button to select a ringtone.
You can press the Play softkey to hear the ringtone.
5. Press the **Set** softkey followed by the **Apply** softkey.
6. Press the **Applications**  key to return to the default phone screen.

Adjust the Phone Screen

1. Press the **Applications**  key.
2. Press **2** to select **Preferences**.
3. Press **2** to select **Contrast**.
4. Press the **Up** or **Down** arrows on the Navigation button to darken or lighten the contrast.
5. Press the **Save** softkey.
6. Press the **Application**  key to return to the main phone screen.

Call Park

Park a Connected Call



1. During a *connected* call, press the **Park** softkey.
*The caller is automatically placed on hold.
Note the call park number displayed on your phone screen. This number is used to retrieve the parked call from another Cisco phone.*

Retrieve a Parked Call

1. Pick up the handset on any Cisco phone.
You can either pick up the handset, press the speaker button, or press the headset button.
2. Enter the call park number into the keypad to retrieve the parked call and connect with the caller.
You have a limited amount of time to retrieve the parked call before it rings back on the extension of the phone that parked the call.

Conference Calls

Create a Conference Call using the Conference Key

1. Call your first participant.
*You must be on a connected call to see the **Conference** key.*
2. During the connected call, press the **Conference**  key.
The first participant is automatically placed on hold.
3. Enter the second participant's number or extension.
4. Wait for the recipient to answer.
The first conference participant is still on hold.
5. Press the **Conference**  key again to connect the second participant to the conference call.
6. Repeat steps 2 through 4 above to add the remaining conference participants.
The maximum number of participants is 6 including yourself.

Create a Conference Call using Join

1. With two or more callers on the line, scroll to highlight a call that is on hold.
2. Press the **Join** softkey to join all callers into the conference call.
*The **Select** softkey enables you to select only certain callers to join into the conference call.
Selected calls display a checkmark and are grouped together in the call list. Highlight one of the selected calls and press the **Join** softkey to join only selected callers into the conference call.*

View a list of Conference Participants

1. Highlight an existing conference and press the **ConfList** softkey.
*Participants are listed in the order in which they joined the conference with the most recent participants on top.
The person who initiated the conference appears at the bottom of the list with an asterisk next to his/her name.*

Get an Updated List of Conference Participants

1. Highlight an existing conference and press the **ConfList** softkey.
2. Press the **Update** softkey.

Drop a Conference Participant From a Conference Call

1. Highlight an existing conference call and press the **ConfList** softkey.
2. Press the **Navigation** button to highlight the person you want to drop and press the **Remove** softkey.
You must initiate a conference call in order to remove participants.

Drop Yourself From a Standard Conference Call

1. Hang up or press the **End Call** softkey.
Hanging up will not disrupt the connection for the remaining parties.

Conference Call Tips

*If you initiated the conference call, hanging up does not disrupt the connection of the remaining participants.
Any conference participant can hang up at any time without disrupting the connection of the remaining parties.*