PEPPERDINE
Information Technology

VoIP Reference



IP Phone Features

1. Indicator light on handset
2. LCD screen
3. IP Phone series number
4. Line or speed dial buttons
5. Adjustable stand
6. Directories button
7. Help button
8. Settings button
9. Speaker button
10. Mute button
11. Headset button
12. Volume button
13. Services button
14. Messages button
15. Navigation button
16. Dial pad
17. Soft keys

Using this Guide

- Complete numbered items in sequence.
- Choose only one bulleted item.
- Bold terms identify soft keys or button names.

Place a Call

- Lift handset and dial number.
- Dial number and then lift the handset.
- Press line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial number, and then lift the handset.
- Press **New Call** soft key, dial number, and then lift handset.
- Press a speed dial button and then lift handset.
- If you have selected a number from a directory, press the **Dial** soft key, and then lift the handset.

Answer a Call

- Lift the handset.
- If you are using a headset, press **Headset**.
- If you are using the speakerphone, press **Speaker** or **Answer**.

End a Call

- Hang up.
- If you are using a headset, press **Headset** or **EndCall**.
- If you need to end a speakerphone call, press **Speaker** or **EndCall**.

Redial a Number

- Lift the handset, press **Redial**.
- If you are using speakerphone, press **Redial**.

Hold a Call

Hold

- Press **Hold**.

Retrieve

- Press **Resume**.
- To retrieve multiple calls, use the **Navigation** button to select the call, then press **Resume**.
- To retrieve call on multiple lines, press the line button of the line you want to pick up.

Transfer a Call

Blind Transfer

- Press **Trnsfr**.
- Dial "transfer to" number.

Consultative Transfer

- Press **Trnsfr**.
- Dial "transfer to" number.
- Wait for answer and announce caller.
- Press **Trnsfr** to transfer the call or press **End Call** to hang up. Press **Resume** to reconnect to first caller.

Cancel

- Press **EndCall**.

Place a Conference Call

1. During a call, press **more** and then **Confrn** to open a new line and put first party on hold.
2. Place a call to another number.
3. When call connects, press **Confrn** again to add new party to existing call with first party.

To establish a conference call between two callers to a Cisco Unified IP phone, one active and the other on hold, press **Confrn**.

To establish a conference call between two callers already on Cisco Unified IP phone, using separate line buttons, one active and the other on hold, use the following method:

1. Press **Confrn**.
2. Press the **Line** button of the call you want to add to the three-party conference.

End a Conference Call

- Hang up handset.
- Press **EndCall** soft key.

Ad Hoc Conference Call

Start a Conference Call

1. From a connected call, press **Confrn**. (You may need to press the more soft key to see **Confrn**.)
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press **Confrn** again to add the participant to your call.
5. Repeat to add additional participants.

Remove Participants

1. Highlight the participant's name.
2. Press **Remove**. You can remove participants only if you initiated the conference.
3. Hang up or press **EndCall** to end your participation in a conference.

Call Forwarding

All

1. Press **CFwdAll**.
2. Dial "forward to" number.
3. Press the **Accept** soft key.

Voice Mail

1. Press **CFwdAll**.
2. Dial voice mail number.
3. Press **EndCall**.

Speed Dial

1. Press **CFwdAll**.
2. Press Speed Dial button.
3. Press **EndCall**.

Cancel

- Hang up.
- Press **CFwdAll**.

Speed Dial

Program Speed Dial

1. Get a dial tone.
2. Press #.
3. Press **Speed-dial** to start.
4. Enter number to speed dial.
5. Press **Speed-dial** to finish.
6. Hang up.

Call From Speed-Dial

1. Get dial tone.
2. Press **Directories**.
3. Navigate to speed dial.
4. Press **Select** for the desired number.

Call From Local Directories

1. Press **Directories**.
2. Scroll to directory or press **4** for Local Directories.
3. Enter name for search.
4. Press **Search**.
5. Scroll to number and press **Dial**.

Call History

View Call History

1. Press **Directories**.
2. Scroll to history list.
   a. Press **1** for Missed Calls.
   b. Press **2** for Received Calls.
   c. Press **3** for Placed Calls.

Call from Call History

1. Press **Directories**.
2. Navigate to number.
3. Press **Select**.
4. Press **Dial**.

Clear Call History

- Press **Clear**. Clears all history.

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
© 2007 Cisco Systems, Inc. All rights reserved.

List of Soft Keys

Soft Key	Description
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Accept	Accepts the current edits. For instance, adding an entry to your personal directory.
Acct	Consult your administrator on the use of this soft key.
Add	Adds an entry to the personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers an incoming call.
BlndXfr	Redirects the call without allowing you to speak to the transfer recipient (known as a blind transfer).
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
DelAll	Deletes all entries in the personal directory.
Delete	Deletes selected item.
Dial	Dials the displayed number.
Directories	Provides access to phone directories.
DND	Enables and disables the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.

Soft Key	Description
Edit	Selects a number and activates the cursor for editing.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection or screen.
Flash	Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
GPickUp	Selectively picks up calls to a phone number that is a member of a pickup group.
Hold	Places an active call on hold or resumes a held call.
Login	Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
Message	Dials the local voice-mail system.
Monitor	Enables the user to switch from the handset to the speaker to listen to a call hands-free.
Monoff	Enables the user to switch from the speaker to the handset and continue talking on the call.
more	Scrolls through additional soft key options (for example, use the moresoft key to locate the Number soft key).
Mute	Toggles muting on and off.

Soft Key	Description
NewCall	Opens a new line on the speakerphone to place a call.
Number	Toggles character input mode from alphanumeric to numeric.
Ok	Confirms the selection.
Park	Forwards calls to a location from which the call can be retrieved by anyone in the system.
PickUp	Selectively picks up calls to another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
Reorder	Reorder the entries in the Personal Directory.
Restore	Consult your system administrator on the use of this soft key.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Settings	Provides access to phone settings such as display contrast, ring volume, and ring type.
Trnsfer	Transfers selected calls to an alternate number.
Up	Increases the LCD screen contrast.
URL	Enter alphanumeric characters for call forwarding.