

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.
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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.
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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**.
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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
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To change between handset and speakerphone during a call, press the associated line button and hang up the handset; or press the **Speaker button (to activate speakerphone) and hang up the handset.**


To change between speakerphone and handset during a call, lift the handset.

To change the ringer volume, press the up or down volume key to increase or decrease the ringer volume. This is saved automatically.

To change the handset and speakerphone volume:

- 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 Soft key** to save setting.
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To mute a call:

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

- While on a call, press the **Hold Soft key**. (the Line button will flash)
- To return to the call press the **Resume Soft key** or press the flashing Line button.

CALL TRANSFER

To transfer a call:

- During a call, press the **Transfer Soft key**. This will place the caller on hold and you will hear dial tone.
 - Dial the number of the extension you want to transfer the call to.
 - When you hear the ringing, press the **Transfer Soft key** again, or, when the party answers, announce the call then press the **Transfer Soft key** again. If the party refuses the call, press **End call** then the **Resume Soft key** to return to the original call.
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To transfer a call directly into another person's Voicemail:

- While **Connected** with the calling party press the **Transfer Soft key**. This will place the caller on hold and you will hear dial tone.
 - Dial **#** and the number of the extension you want to transfer the call to.
 - Press the **Transfer Soft key** again to complete the transfer.
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Conference Calls

Conference calls may have up to eight (10) participants at a time. They can consist of any combination of internal and external calls. The call will remain connected as long as at least two of the parties remain on the line.

To place a conference call where you are dialing all callers:

- During a call, press the **More Soft key** and then the **Confrn Soft key**. This will automatically select a new line and place the other party on hold.
 - Place a call to the next party.
 - Press **Confrn** again to add this party to the conference call.
 - Repeat the first three steps to add additional parties to the conference call.
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Conference Call Options:

- 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.
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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 your 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”
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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”
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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”
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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.
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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
6. Corporate Directory: This feature allows you to search the phone directory by user name or by extension.

To select an option from the Directory menu, choose one of the following options:

- a. Use the up/down arrow to highlight an option from the directory menu, and then press the **Select Soft key** for the desired option.
- b. Press the menu number of the desired option.

To view your missed calls, received calls and placed calls:

- Use the up/down arrow to highlight an option from the directory menu or press the corresponding option number (left of option).
- Press the **Select Soft key** for the desired option.
- Use the large arrow scroll keys in the middle of the phone base to scroll through the list of calls.
- When you are finished, press the **Exit Soft key** to exit the Directory Menu.

To call a number from the missed calls, received calls and placed calls lists:

- Use the up/down arrow to highlight an option from the directory menu or press the corresponding option number (left of option).
- Press the **Select Soft key** for the desired option.
- Use the up/down arrow to highlight the call you wish to return.
- Press the **Dial Soft key** to dial the number listed.

To use the Corporate directory:

- Use the up/down arrow to highlight an option in which you'd like to perform the search (First name, Last Name or Extension Number).
- For First or Last name; use the appropriate key on your phone which corresponds to the alphabetical letter and then press the key until the letter is displayed. For example, searching on the first name of "Bob", press the 2 button twice for "B"; then the 6 button 3 times for "o"; and finally the 2 button twice for "b". If you make a mistake you may press the << **Soft key** to backspace.
- Press **Search Soft key** when complete.

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.

Once you've decided on a ringtone highlight it; and press the SELECT softkey

Press the SAVE softkey

Press the EXIT softkey

Press the EXIT softkey again

Press the EXIT softkey a third time to exit back to your regular phone display