**Cisco VOIP Phone Quick Reference Guide**

**Phone Buttons and Keys**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="apps.png" alt="Apps Icon" /></td>
<td><strong>Applications</strong>: Call history, preferences, accessories, administrative settings and more</td>
</tr>
<tr>
<td><img src="contacts.png" alt="Contacts Icon" /></td>
<td><strong>Contacts</strong>: Personal and Corporate Directory options</td>
</tr>
<tr>
<td><img src="voicemail.png" alt="Voicemail Icon" /></td>
<td><strong>Voicemail</strong>: Automatically dials Voicemail system 303-735-6245 (5-MAIL on-campus)</td>
</tr>
<tr>
<td><img src="volume.png" alt="Volume Icon" /></td>
<td><strong>Volume</strong>: Ringer and call volume adjustment</td>
</tr>
<tr>
<td><img src="headset.png" alt="Headset Icon" /></td>
<td><strong>Headset</strong>: Pick up call, initiate call, or end call with headset set as audio path.</td>
</tr>
<tr>
<td><img src="speakerphone.png" alt="Speakerphone Icon" /></td>
<td><strong>Speakerphone</strong>: Pick up call, initiate call, or end call with speakerphone set as audio path.</td>
</tr>
<tr>
<td><img src="mute.png" alt="Mute Icon" /></td>
<td><strong>Mute</strong>: Mute your audio. Lit red when on.</td>
</tr>
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<td><img src="back.png" alt="Back Icon" /></td>
<td><strong>Back</strong>: Return to previous screen or menu</td>
</tr>
<tr>
<td><img src="release.png" alt="Release Icon" /></td>
<td><strong>Release</strong>: End connected call or session</td>
</tr>
<tr>
<td><img src="navigation-pad.png" alt="Navigation pad Icon" /></td>
<td><strong>Navigation pad</strong>: Directional navigation in menus. Center button selects.</td>
</tr>
<tr>
<td><img src="transfer.png" alt="Transfer Icon" /></td>
<td><strong>Transfer</strong>: Transfer call to another number</td>
</tr>
<tr>
<td><img src="conference.png" alt="Conference Icon" /></td>
<td><strong>Conference</strong>: Create a conference call with up to 6 participants</td>
</tr>
<tr>
<td><img src="hold.png" alt="Hold Icon" /></td>
<td><strong>Hold</strong>: Places a connected call on hold</td>
</tr>
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**Soft Keys and Session Buttons**

- **Programmable / Session Buttons**
  - Programmable button options, as well as buttons that select different menu options. Often times indicate call state (see table to the right)

- **Soft Keys**
  - Keys display different options depending on your menu location. Home screen buttons correspond to New Call, Forward All, Redial, and More options.

- **Session Buttons**
  - Buttons that select different menu options. Often times indicate call state (see table to the right)

**Cleaning Phone**

The Cisco phone models tend to scratch rather easily, so it is best not to use paper towels or rougher materials. Telephone cleaning wipes (available through the CU Marketplace) or soft towels are recommended.

**Important Note: Moving your phone**

Moving your IP telephone may result in incomplete location information being shown, if the phone is used to dial 911 in an emergency situation.

For telephone service adds, moves, or changes, please contact your Telecommunications Liaison. If you are not sure who your liaison is, use the Telecommunication Liaison lookup tool ([www.colorado.edu/oit/support-training/telecommunication-liaison-lookup](http://www.colorado.edu/oit/support-training/telecommunication-liaison-lookup)).
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Place a Call

Use any of the following approaches to place a call:

• Lift the handset and enter a number
• Press an (unlit) Session button on the right side
• Press the New Call soft key
• Press the (unlit) Headset button or Speakerphone button

End a Call

To end a call, use one of the following options:

• Replace the handset
• Press the Release button
• Press the End Call soft key
• Press the (lit) Headset button or Speakerphone button

Answer a Call

Use any of the following approaches to answer a call:

• Lift the handset
• Press the flashing amber Session button on the right side
• Press the Answer soft key
• Press the (unlit) Headset button or Speakerphone button

Set up a Conference Call

1. From an active call (not on hold) press the Conference button – the active party is placed on hold.
2. Call the second party
3. When the second party answers, press the Conference button again to join all parties
4. Repeat these steps if you wish to add more people to the conference call

Transfer a Call

1. From an active call (not on hold), press the Transfer button
2. Call the transfer recipient
3. Press the Transfer button or the Transfer soft key (before or after the party answers). The transfer is complete. Confirmation displays on your phone screen.

Voicemail

New message indicators:

• A solid red light on your handset.
• A voicemail icon next to the line label and session button (may include message count)

Listen to voice messages:

1. Press the Messages button or call 303-735-6245 (5-MAIL on-campus)
2. Enter your PIN number and press the # key.
   • Press 1 to hear NEW messages
   • Press 2 to SEND a message
   • Press 3 to REVIEW old messages

*Note: If you have not yet set your Greeting and PIN, visit OIT’s Setting Your Greeting and Pin tutorial (https://www.colorado.edu/oit/node/15053).

Forward All Calls

To forward all calls:

1. Press the Forward All softkey.
2. Enter a phone number or press the Messages button (to forward to voicemail).
3. Look for the Forward All icon to verify call forwarding.
4. Cancel forwarding by pressing the Forward Off softkey.

Additional Help Resources

CU-Boulder Voicemail Information: www.colorado.edu/oit/voicemail

Voice Mailbox Instructions and Shortcuts: www.colorado.edu/oit/services/voice-communications/voice-mail/shortcuts-keys-cisco

Telecommunications Liaison Lookup: www.colorado.edu/oit/support-training/telecommunication-liaison-lookup


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