

Cisco VOIP Phone

Quick Reference Guide

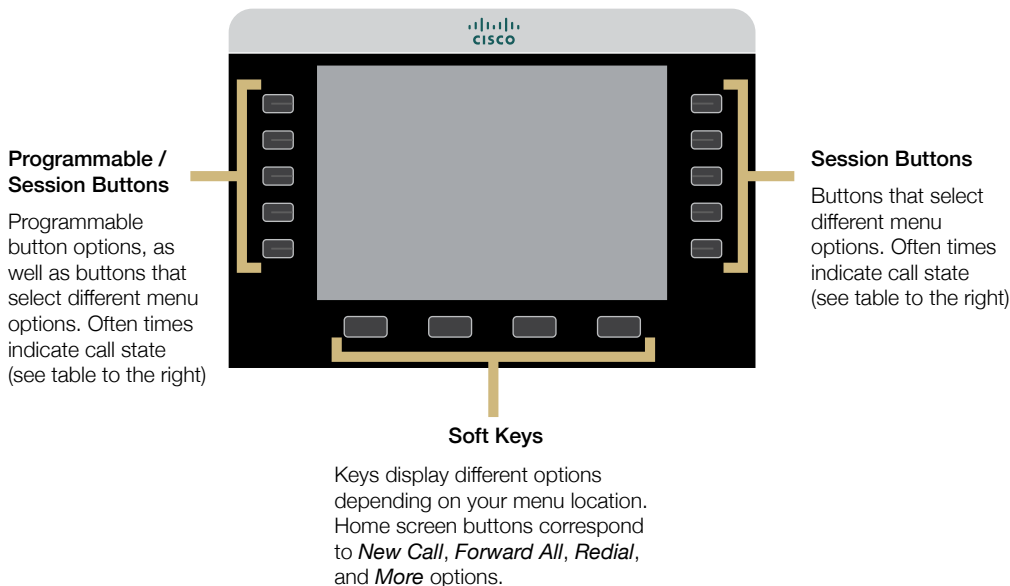


Phone Buttons and Keys

Icon	Feature
	Applications: Call history, preferences, accessories, administrative settings and more
	Contacts: Personal and Corporate Directory options
	Voicemail: Automatically dials Voicemail system 303-735-6245 (5-MAIL on-campus)
	Volume: Ringer and call volume adjustment
	Headset: Pick up call, initiate call, or end call with headset set as audio path.
	Speakerphone: Pick up call, initiate call, or end call with speakerphone set as audio path.
	Mute: Mute your audio. Lit red when on.

Icon	Feature
	Back: Return to previous screen or menu
	Release: End connected call or session
	Navigation pad: Directional navigation in menus. Center button selects.
	Transfer: Transfer call to another number
	Conference: Create a conference call with up to 6 participants
	Hold: Places a connected call on hold

Soft Keys and Session Buttons



Call State Color Indicators

Color/ State	Meaning
	Solid Green: Connected call or outgoing call not yet connected.
	Pulsing Green: Held call. Pressing button resumes call.
	Flashing Amber: Incoming call. Pressing button answers call.
	Solid Red: Shared line in use remotely.
	Pulsing Red: Shared Line call put on hold remotely.

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.


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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

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

Cisco provided Unified IP Phone Guides: www.colorado.edu/oit/cisco-guides/redirect

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](http://www.colorado.edu/oit/node/15053) (<https://www.colorado.edu/oit/node/15053>).

