# 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

**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)

**Session Buttons**

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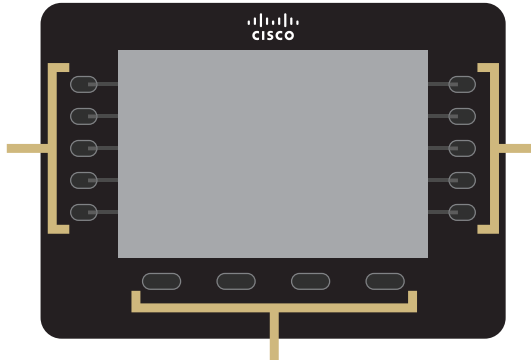
**Soft Keys**

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

### 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.

## 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).

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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**

## 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** or **Speakerphone** button

## Forward All Calls

**To forward all calls:**
1. Press the **Forward All** softkey.
2. Choose where to forward calls:
    - Voicemail: press the **Messages** button
    - Internal number: Enter 5-digit extension
    - Local number: Enter 8 plus 10-digit number
    - Outside long distance number: Dial 8, 1 then 10-digit number
3. Look for the **Forward All** icon to verify call forwarding.
4. Cancel forwarding by pressing the **Forward Off** softkey.

## 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

## 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 Phone video tutorial:** http://www.cisco.com/c/dam/assets/swa/flash/ip_phone_88xx/index.html

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