### Introducing your Cisco IP Phone

<table>
<thead>
<tr>
<th>Number</th>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Handset with indicator light</td>
<td>Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voicemail message.</td>
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<tr>
<td>2</td>
<td>LCD screen</td>
<td>Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.</td>
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<tr>
<td>3</td>
<td>Cisco IP Phone series type</td>
<td>Indicates the Cisco IP Phone Series to which your phone belongs.</td>
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<tr>
<td>4</td>
<td>Line or Programmed Keys</td>
<td>Opens a new line or ends a call.</td>
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<tr>
<td>5</td>
<td>Footstand adjustment</td>
<td>Adjusts the angle of the phone base.</td>
</tr>
<tr>
<td>6</td>
<td>Directories button</td>
<td>Provides access to call histories and directories.</td>
</tr>
<tr>
<td>7</td>
<td>? button</td>
<td>Displays help on your LCD screen for a phone key or function.</td>
</tr>
<tr>
<td>8</td>
<td>Settings button</td>
<td>Provides access to phone settings such as contrast and ring sound, network configuration, and status information.</td>
</tr>
<tr>
<td>9</td>
<td>Speaker button</td>
<td>Toggles the speaker on or off.</td>
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<tr>
<td>10</td>
<td>Mute button</td>
<td>Toggles the mute on or off.</td>
</tr>
<tr>
<td>11</td>
<td>Headset button</td>
<td>Toggles the headset on or off.</td>
</tr>
<tr>
<td>12</td>
<td>Volume button</td>
<td>Increases or decreases volume for the handset, headset, or speakerphone (depending on which is currently active). Also controls the ringer volume (if on-hook), and the LCD contrast.</td>
</tr>
<tr>
<td>13</td>
<td>Services button</td>
<td>Provides access to phone services.</td>
</tr>
<tr>
<td>14</td>
<td>Messages button</td>
<td>Provides access to a message system.</td>
</tr>
<tr>
<td>15</td>
<td>Navigation button</td>
<td>Enables you to scroll through text and select features displayed on the LCD screen.</td>
</tr>
<tr>
<td>16</td>
<td>Dial pad</td>
<td>Works exactly like the dial pad on a traditional phone.</td>
</tr>
<tr>
<td>17</td>
<td>Soft keys</td>
<td>Enable you to engage any of the functions displayed on the corresponding LCD tabs. Soft key functions change depending on the status of the phone (eg: if the phone is active or idle).</td>
</tr>
</tbody>
</table>

### How do I Place a Call?

**NOTE:** Dial 0 for an outside line.

Use any of the following approaches to place a call:

- Lift the handset and dial the number or
- Press the **NewCall** softkey and dial the number or
- Enter the number with the phone on-hook, then press the **Dial** softkey or lift the receiver.

### How do I Answer a Call?

To answer incoming calls to your own handset:

- Lift handset OR press **SPEAKER** (handsfree), OR
- Press **Answer** softkey, OR
- Press Headset (if you have a headset connected)

### How do I End a Call?

- Hang up OR press **SPEAKER**.

**NOTE:** If using a Headset, press **EndCall** soft key or **Headset Key** if you have a headset connected.

### How Do I Put a Call on Hold?

- Press the **Hold** softkey.
- To return to the call, press **Resume** softkey.

### How Do I Transfer a Call?

To transfer a call to another extension:

- During a call, press the **Transfer** softkey. Doing so automatically puts the call on hold.
- Dial the number or office extension to which you want to transfer the call.
- When the call rings on the other end, press **Transfer** soft key again. Or, when the party answers, announce the call and then press **Transfer** soft key to connect.

If you do not wish to connect the call, press **End Call** then **Resume** soft key to return to the original call.

### How Do I Make a Conference Call?

- While on a call, press **More** softkey
- Press **Conf** (caller on hold)
- Dial the **next number** to add to the conference. (When the call is answered, you may talk privately before connecting).
- Press **Conf** soft key again to add this party to the conference.

**NOTE:** Up to 3 parties can be in the conference.

### How Do I Collect Voicemail?

- Press the **Messages** button
- Dial 900 and follow the prompts
Using the Telephone – 794x/796x (continued)

Redialing a Number

- To redial the most recently dialed number, press the Redial softkey. Doing so without lifting the handset activates the speakerphone or headset.

Call Forward (Divert)

- Do not lift the handset. Press the CfwdAll softkey.
- Dial the Number that you want to forward to OR press Message key to divert to Voicemail.

Result: Display will show “Forwarding to xxxx”
To cancel Call Forward, press the CfwdAll softkey.

NOTE: To forward to an external number, dial 0 for external line, then number. Some numbers may be barred.

Viewing or Dialing Received & Placed Calls

To view:
- Press the Directories button
- Use the Navigation button to select the following: Missed Calls, Received Calls, Placed Calls, Personal Directory, Corporate Directory
- Press the Select softkey to select a directory.
- To scroll through the list of entries, press the up or down Navigation button.
- Press the Dial softkey if you wish to ring the number OR press the EditDial softkey if you wish to edit the number before calling.
- When you are finished, press the Exit softkey twice to exit the Directory.

NOTE: The Clear softkey will clear ALL your entries on all call log areas except Corporate Directory.

How Do I Pick Up a Call?

To pickup a ringing phone from within your call group:
1. Lift the handset
2. Press More then Pickup softkey.
3. Answer Call (Ans)

NOTE: Your pickup group needs to be pre-defined.

Adjust the Volume

- Press the - or + Volume button when the handset, speakerphone or headset is in use.
- To save the volume setting for future calls, press the Save softkey.

NOTE: Volume settings for the handset, speakerphone and headset must be configured separately.

Adjust the Ringer Volume

- To change the volume used by the ringer, press the - or + Volume button while the handset is in its cradle.
- Continue pressing the Volume button to hear the sample rings and to adjust the volume to the desired level. This setting is automatically saved.

Changing the Ringer Sound

- Press the Settings button.
- Press the Select softkey twice.
- To scroll through the list of ring types, press the up or down Navigation button.
- Press the Select softkey.
- Press the Play softkey to hear the selected ring type.
- When you find the ring you want, press Select and then press the OK softkey.
- Press the Exit softkey twice to close the Settings menu.

Changing the LCD Brightness or Contrast

- Press the Settings button.
- Press the Select softkey.
- Select Brightness or Contrast from the Settings menu.
- Press the Navigation up or down softkeys (or the volume buttons) to set the desired display contrast.
- Press the OK softkey to accept your changes.

How Do I Set Up Voicemail?

- From any IP Phone Press the Messages button, then press *
- Enter your I.D. (this is your telephone ext no. or voicemail no), then #
- Follow the prompts to set up the voicemail account

How Do I Collect Voicemail from an internal phone?

- Press the Messages button, then press *
- Enter your ID (this is your telephone ext no. or voicemail no), then #
- Enter your password, then # and follow the prompts

Configuring WEB Speed Dials

- Open your web browser and go to https://192.168.10.250/ccme.html
- Enter your User Name and Default Password (username I.lastname password password)
- Go to Configure> Phone
- then Navigate to Speed Dial Information
- Type in entries

NOTE: The Password expired page may come up. Follow the detailed instructions if this occurs.