

Cisco IP Phone User Guide



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NOTE:

Soft keys on your Cisco IP phone do not have a particular feature consigned to them. They change depending on which function of your phone you are using at that moment. At any instance, the function of a soft key can be known by reading the space on the display screen above it.



DISPLAY CONTRAST SETTINGS

1. Press the **settings** button.



2. Press **1** for **Contrast**, or press the **Select** soft key to choose the **Contrast** option.
3. Use the **Up** or **Down** soft key to change the contrast.
4. Press the **Ok** soft key to save any changes. Press the **Cancel** soft key to overwrite changes.
5. Press the **Save** key to apply changes. To exit without applying changes, press the **Exit** soft key.

CHOOSE RING TONE

You may set different ringtones for different lines.

1. Press the **settings** button.



2. Press **2** to select the **Ring Type** option on the **Settings** menu.

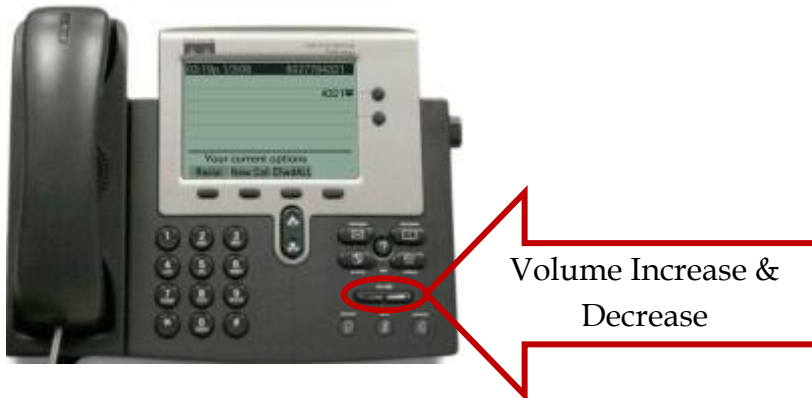
3. If you have more than one phone line and would like a separate ring tone for each line, select the line whose ring you would like to change. Otherwise, skip to Step 4.



4. Press the **Select** soft key to display the list of available ring types.
5. Use the **Scroll** button to select a ring type.
6. Press the **Play** soft key to hear a sample of the selected ring type.
7. Press the **Select** soft key and then press the **Ok** soft key to save your selection. Alternatively, press the **Cancel** soft key to discard any changes made.
8. To go back to the default display screen, press the **Exit** soft key twice.

SET RING VOLUME

To increase ring volume, press the **+** button. Ring volume can be decreased by pressing the **-** button.



SET RECEIVER VOLUME

1. Hold the receiver to your ear.
2. Press the **-** button to lower the headset volume. Press the **+** button to increase the handset volume.
3. Press the **Save** soft key to save changes.

SET SPEAKER VOLUME

1. Press the **SPEAKER** button.



2. Press the **-** button to lower the headset volume. Press the **+** button to increase the headset volume.
3. Press the **Save** soft key to save changes and then the **SPEAKER** button to finish.

SETUP VOICE MAIL

1. Press the **messages** button.



2. Enter 0112358 as the default password when prompted.
 - If you are not prompted to enter the password, it is likely that voice-mail is not configured for your line. Contact UIS Tech Support at (217)206-6000 or by email at TechSupport@uis.edu.
3. Follow the prompts to record your greeting and personalize your voicemail setup.
4. For a detailed map of voicemail buttons, see **Appendix A: Voicemail Button Map**.

MAKE CALLS

Pick up the handset.

OR

Press the line button of the phone line you wish to use to begin to make the call.

OR

Press the **SPEAKER** button.

OR

Press the **New Call** soft key. Once you hear the dial tone, you may dial the telephone number.

OR

Dial the number and press the **Dial** soft key.

Note: When dialing, the '<<' soft key will allow you to delete the last digit(s) entered.

CALLS WITH-IN CAMPUS

To call any UIS number, dial the extension number. For example, to call a UIS campus phone with the number (217)206-5468, dial only the last five digits 6-5468.

OFF-CAMPUS LOCAL CALLS

To make a local off-campus call, press **7** and then dial the telephone number. For example, if the number you want to dial is (217)123-4567, then dial 7-123-4567.

Note: After you press 7 (for an outside line) you will hear a slightly different dial tone indicating the outside line.

LONG DISTANCE CALLS

To make a long distance call, press **7** and **1** and then dial the telephone number. For example, if the number you want to call is (312)123-4567, then dial 71-312-123-4567.

Note: If this feature is not available to you on your Cisco phone, contact UIS Tech Support at 206-6000 or by email at TechSupport@uis.edu for assistance.

ANSWER CALLS

Pick up the handset and you will be automatically connected to the call.

OR

Press the **SPEAKER** button or the **Answer** soft key.

OR

Press the line button next to the ringing line.

PLACE A CALL ON HOLD

Press the **Hold** soft key during the call.

REMOVE A CALL FROM HOLD

Press the **Resume** soft key to un-hold the call.

END CALLS

Hang up the handset.

OR

Press the **SPEAKER** button if you were conversing through the speaker.

OR

Press the **EndCall** soft key and hang up.

FIND NUMBERS FOR UIS PEOPLE

1. Press the **directories** button.
2. Select **Campus/Corporate Directory**.
3. Press the **Select** soft key.
4. Enter the name of the person you wish to call using the number-letter keys of your Cisco phone.
5. Press the **Search** soft key.

SEE MISSED CALLS

1. Press the **directories** button.
2. From the list displayed on the phone screen, choose **Missed Calls** directory and press the **Select** soft key.
3. To go back to the default display screen, press the **Exit** soft key twice.

SEE RECEIVED CALLS

1. Press the **directories** button.
2. From the list that displays on the phone screen, choose **Received Calls** directory and press the **Select** soft key.
3. To go back to the default display screen, press the **Exit** soft key twice.

SEE PLACED CALLS

1. Press the **directories** button.
2. From the list that displays on the phone screen, choose **Placed Calls** directory and press the **Select** soft key.
3. To go back to the default display screen, press the **Exit** soft key twice.

CLEAR CALL HISTORY

1. Press the **directories** button.
2. Press the **Clear** soft key to erase history. All missed, received, and placed calls will be deleted from history.

CHECK CALLS FROM AN OFF-CAMPUS PHONE

1. To check your messages from any off-campus phone, dial (217)206-2000 and press *.
2. When prompted, enter your ID and password. Your ID is the last five digits of your phone number and the password is same as the one you setup to listen to your voice mails.

Note: If you have access to the Internet, all voice messages are delivered to your UIS e-mail account and you could check those by logging in to your webmail at:

<http://webmail.uis.edu>

TRANSFER CALLS

1. While on the call, press the **Transfer** soft key (this places the caller on hold).
2. Dial the extension number of the person to whom you are transferring the call.
 - You can also transfer calls to a phone outside campus. Refer to **OFF-CAMPUS LOCAL CALLS** (page 7) and **LONG DISTANCE CALLS** (page 7) to dial numbers outside the UIS campus.
3. When the person answers, announce the call and press the **Transfer** soft key again.
 - If the person refuses to take the call, terminate the call as you would do on a normal call and press the **Resume** soft key to return to the original call.
 - If the person's phone rings without an answer, press the **Transfer** soft key once the voice mail greeting starts for the other caller to leave a message.

FORWARD CALLS ON ALL LINES

1. Press the **CFwdALL** soft key (you will hear two beeps).
2. Dial the five digit extension to which all calls will be forwarded. A flashing right arrow will appear on the LCD display next to the line number that has been forwarded. In addition, the LCD display will show the number to which the calls have been forwarded.

CANCEL FORWARD ALL CALLS

Press the **CFwdALL** soft key (you will hear two beeps). The flashing right arrow on the LCD display will disappear, indicating that forward all calls has been deactivated.

CONFERENCE CALLS

1. Call the first person.
2. Press the **more** soft key.
3. Press the **Confrn** soft key.
4. Dial the number of the second person.
5. Press the **Confrn** soft key again to add them.
6. Repeat steps 2 through 5 to add more lines to the conference call.

Note: Cisco IP phones currently support up to ten lines in a conference call. Contact UIS Tech Support by phone at (217)206-6000 or by e-mail at TechSupport@uis.edu to set up a conference call with more lines.

NEED HELP?

Press the **? help** key on your Cisco IP phone to get a brief explanation about the functionality of different keys.



For further assistance and support, contact UIS Tech Support by phone at (217)206-6000 or by e-mail at TechSupport@uis.edu.

APPENDIX A: VOICEMAIL BUTTON MAP

