


## To make a call:

**There are a number of different ways to make a call:**

1. Lift the handset, then dial the number.
2. Dial the number, then lift the handset.
  - To make an internal call, dial the four-digit extension.
  - To make an outside call, dial a **9**, followed by the telephone number.
3. Press any available Phone Line Button for your extension, dial the number, then lift the handset.
4. Press the Phone Line Button for your extension and dial the number without lifting the handset. This will activate the speakerphone.
5. Press the **"New Call"** soft key, dial the number, then either lift the handset or talk over speakerphone.
6. Press the appropriate speed dial button, then lift the handset or talk over the speakerphone.
7. Select a number from the directory, press the **"Dial"** soft key, then lift the handset or talk over the speakerphone.

## To access & use the Corporate Directory:

1. Press the **Settings** button. 
2. Press the down arrow on the Screen Navigation key to navigate down to the **Corporate Directory** (option 5).
3. Press the **Select** soft key.
4. Use the up and down arrows on the Screen Navigation key to navigate to the field(s) you want to search on.
5. Use the number keys to type in the information you want to find.
  - To enter a first or last name, for each letter, press the number key that contains that letter. The letters associated with that number will appear on the LCD screen.
  - Repeatedly press the number key to navigate between the letters associated with that number. For example, to search for a person whose first name starts with the "N".....
    - a) Press the **6** key. The lowercase letters "m", "n", and "o" will appear on the LCD screen along with the number "6" and the uppercase letters "M", "N", and "O".

b) Press the "<<" to erase the latest characters you have entered in the current search field.

- When you are finished entering the search criteria, press the **Search** soft key to execute the search, or... press the **Cancel** soft key to cancel out of the current search.

## To redial the most recent call:

1. Lift the handset and press the **REDIAL** softkey, or....
2. Press the **REDIAL** softkey. This will automatically activate the speakerphone and redial the last number called.

## To place a call on hold:

**To place a call on hold, press the Hold soft key.**

**To resume a call currently on hold....**

1. Press the **Resume** soft key.
  - a. If multiple calls are on hold, use the Navigation button to select the desired call before you press **"Resume"**.
  - b. If multiple calls from multiple lines are on hold, press the line button for the line you want to pick up. The active call on the other line will automatically be placed on hold.



## To answer a call on your primary line:

1. Lift the handset, or....
2. Press the **Answer** soft key, or....
3. Press the speakerphone button.

## To answer an additional call:

**If you handle incoming calls for other phone users you can pick up a call coming in on another phone line, even if you are currently on another call or have one or more other calls on hold. To do so....**

1. Use the arrow keys on your **Screen Navigation** button to navigate to the incoming call depicted on the LCD screen.
2. Press the **Answer** soft key. This will connect you to the new call, and will automatically put the initial call on hold.

## To end a call:

1. Hang up the handset, or....
2. If you were talking over the speakerphone, press the **SPEAKER** button, or....
3. If you were using a headset, press the **HEADSET** button.

## To transfer a call to another number:

### Blind Transfer:

To immediately redirect an incoming call without first speaking with the person to whom you are transferring the call (referred to as the “transfer recipient”)....

1. While you are on the call, press the **Trnsfer soft key**. The call will automatically be placed on hold.
2. Dial the number to which you want to transfer the call.
3. Immediately press the **Trnsfer** soft key again. The caller will now be connected with the transfer recipient, and you will be released from the call.

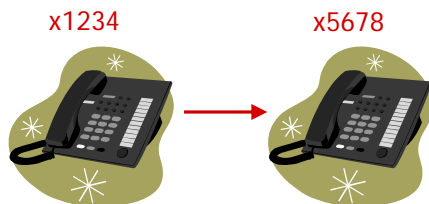
### Consultative Transfer:

To transfer the call after first allowing you to speak with the transfer recipient....

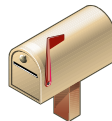
1. While you are on the call, press the **Trnsfer soft key**. The call will automatically be placed on hold.
2. Dial the number to which you want to transfer the call.
3. Wait for the call to be answered. Speak to the transfer recipient to notify them of the identification of the caller, the purpose of the call, and any other information you have obtained and wish to share with the transfer recipient.
4. Press the **Trnsfer soft key** again to complete the transfer and be released from the call.

### If the transfer recipient does not answer or does not wish to take the call....

1. Cancel the call-transfer attempt by pressing the **EndCall** soft key.
2. Reconnect to the original caller by pressing the **Resume** soft key. You may then choose to transfer the caller directly to the original transfer recipient’s voice mail, or re-direct him or her to another transfer recipient.



## To transfer a call directly to another person’s voice mail box:



While you are on the phone with the caller....

1. Press the **Trnsfer soft key**. The call will automatically be placed on hold.
2. Press the \* key, followed by the four-digit extension of the transfer recipient.
3. Immediately press the **Trnsfer** soft key again. The caller will now be connected with the transfer recipient’s voicemail box, and you will be released from the call.

## To forward all calls:



### To forward all incoming calls to another number:

1. Press the **CFwdALL** soft key. Wait for a confirmation beep.
2. Dial the number to which you want to forward all your calls. Make sure to dial the number exactly as you would if you were calling the number directly; including using a 9 preceding all off-campus calls and a 1 for long distance.
3. Confirm that the phone display is updated to show that incoming calls will be forwarded.
4. Press the # key or the **EndCall** softkey.

### To forward all incoming calls directly to your voice mailbox:

1. Press the **CFwdALL** softkey. Wait for a confirmation beep.
2. Press the **Messages** key



### To cancel call forwarding:

1. Press the **CFwdALL** softkey.

## To park a call:

**Call Park** allows a user to place a call on hold so that it can be retrieved from another phone on campus that is part of the Cisco Unified Communications network.

### To park a call:

1. Press the **Park** soft key
2. The Cisco Unified Communications system will automatically select an available call park slot and will display the number on your phone’s display screen for a limited amount of time. Write down the call park slot number, because the person who picks up the parked call will need the number to access the call.

### To retrieve a parked call:

1. Dial the call park slot number from another campus phone. You will be automatically re-connected to the call.

## To join or merge two separate calls:

With one call active and the second call on hold....

1. Using the arrow keys on the **Screen Navigation** key, scroll to the call that is currently on hold.
2. Press the **MORE** soft key.
3. Press the **JOIN** soft key.

The two calls will be joined on one phone line, and all parties—including you—will be placed into an ad hoc conference.

## To transfer one active call to another:

With one call active and the second call on hold....

1. Using the arrow keys on the **Screen Navigation** key, scroll to the call that is currently on hold.
2. Press the **DIRTRFR** soft key. The caller on hold will be transferred directly to the other party in an active call, and you will be removed from the call.