The Cisco Unified IP Phone for Administrative Assistants

1 What's on my desk?

Congratulations! Your new Cisco Unified IP Phone has arrived. It can help you manage your boss's phone communications by enabling you to:

- Share your boss's phone extension on your phone so you can **answer** calls, **transfer** calls, and **forward** calls to voice mail.

- Set up and manage impromptu phone **conferences**.

- Make phone calls more efficiently using **speed dial**, **predial**, and **redial**.

- View **current** and **missed calls**.

- Handle calls on **multiple lines** (if available).

2 Hello, thanks for calling

When a new call rings on your phone, you'll see these indicators:

- A flashing amber line button 🟠.

- An animated icon ☎ next to the button.

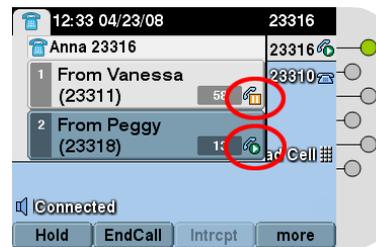- A call window that displays caller ID.

To answer the call, lift the handset. Or press the flashing amber button 🟠 or the **Answer** softkey.
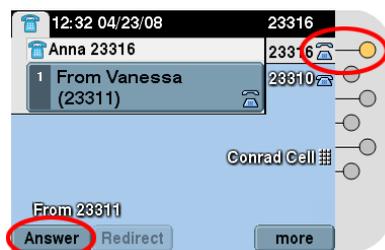
If you get a second call while you're talking on the first call, a second window opens.
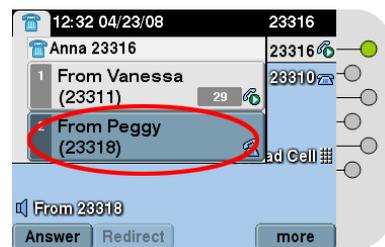
Press the **Answer** softkey to connect the second call 📞, which puts the first call on hold 🟡 automatically.

Keep these tips in mind when you're handling multiple calls:

- The softkeys across the bottom of your phone screen affect the *active* window only.

- The active window is darker than the other windows.
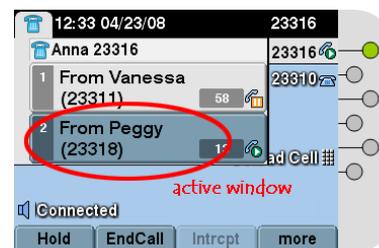
- You can use the navigation button below your phone screen to move between windows.

3 Could you hold, please?

To put a call on hold, press the **Hold** softkey.

The hold icon 🟡 appears and the line button flashes green 🟢.

To retrieve a call from hold, press the flashing green button or the **Resume** softkey.
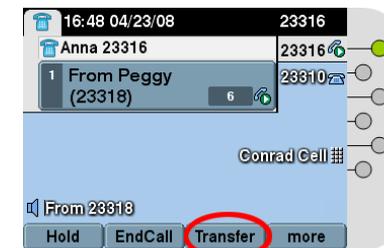
Keep in mind:

- Pressing the **Answer** softkey to connect a new call puts an existing connected call on hold automatically.

- Before using **Resume**, make sure the appropriate call window is active (the active window is darker). If necessary, navigate to it.

4 Let me transfer you

To transfer a call:

1. Start from a connected call 📞 (not on hold).

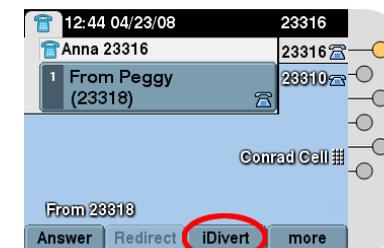2. Press the **Transfer** softkey.

3. Dial the transfer recipient's number (or use speed dial).

4. Wait for the recipient to answer or skip to Step 5.

5. Press **Transfer** again to complete the transfer.

5 Can't talk right now

Using Immediate Divert

To easily send a call to voice mail, just press **iDivert** when the call is ringing, connected, or on hold.

ıı|ıı|ı
CISCO™

Using Call Forward All

To redirect all incoming calls to another number:

1. Press the **CFwdALL** softkey.
2. Enter a phone number, or press a speed dial button or the **Messages** button ✉ (to forward to voice mail).

To verify that Call Forward All is active, look for the call forward icon 📞 and the "Forwarded to" phone number.


To cancel Call Forward All, press **CFwdALL** again. (You may need to press the **more** softkey first.)

To use forwarding on a non-primary line (such as a shared line), go to your User Options web pages. Your system administrator has details.

6   My phone, your number

If you and your boss share a line, you share a phone number. When a call comes in on the shared line, you or your boss can answer it.
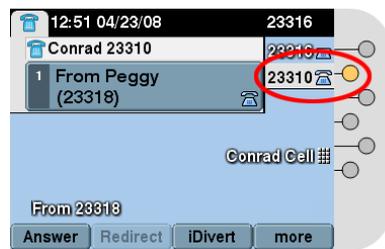
If you answer a call on the shared line that your boss should take, you can put the call on hold and ask your boss to resume the call from his or her phone. Or you can transfer the call to your boss's primary line. See sections 3 and 4 for help using Hold and Transfer.

How will you know when your boss is talking on the shared line? Look for indicators on your phone:

- A red shared line button 🔴.
- The remote-in-use icon 🔗 next to the button.
- Caller ID for your boss's call (unless blocked).

Your boss sees similar indicators on his or her phone when you're talking on the shared line.

Your boss can also "barge" a call that you're handling on the shared line. Barging a call means joining your conversation by turning the call into a conference. In this case, you'll typically hear a beep and your phone screen will change to display conference details.

When barging, your boss may have added participants to the call. To see who's on the line, press the **ConfList** softkey.
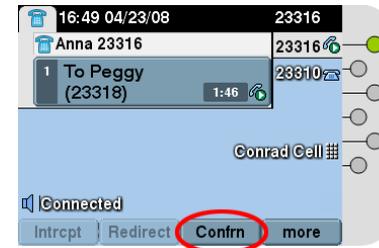
7   We (all) need to talk

To create a conference call, choose from two features:

- Use the Conference feature when you want to call each participant.
- Use the Join feature when you want to combine existing calls that are already on your phone (connected or holding).

Using Conference to call participants

1. Start from a connected call 📞 (not on hold).
2. Press the **Confrn** softkey.

3. Enter a participant's phone number.
4. At any time after the call starts ringing, press **Confrn** again to begin the conference.

Repeat these steps to add participants.

Using Join to combine existing calls

There are different ways to use Join. Follow these steps when the calls that you want to combine are on a *single* phone line (only one line button is lit).

1. Start from a connected call 📞 (not on hold).
2. Press the **Join** softkey. (You may need to press the **more** softkey first.)

3. Press **Join** again to begin the conference.

Tips

- To combine calls that are on *multiple* phone lines (more than one line button is lit), press **Join**, then press the flashing green button 🟢 for the line with the other call(s).
- If a line has multiple calls, you may need to press **Select** to choose which calls to join ☑.
- To see who is participating in a conference, press the **ConfList** softkey.

---

8   I'll call you

Use these dialing tips to make calling easier:

- To predial—Dial the number without lifting the handset, then press **Dial**.
- To redial—Press the **Redial** softkey, or press the Navigation button to see your recently placed calls.
- To view missed, placed, or received calls—Press the **Directories** button 📖 and choose a call log.
- To dial from a directory—Navigate to an item in the directory and press **Dial**. If you need to edit the number first, press **EditDial**.
- To speed dial—Press a speed-dial button, enter an Abbreviated Dial code, or use Fast Dial. Ask your system administrator which speed-dial feature is right for you.

9   Tips & hints

How do I use my phone with a headset?

Keep the headset button lit 🎧 and use softkeys to place and end calls.

How do I set up speed-dial buttons?

Any of the unassigned buttons to the right of your phone screen can be converted to speed-dial buttons. To set up speed-dial buttons and change some of your line settings, use a web browser on your computer to access your Cisco Unified CM User Options web pages. Ask your system administrator for the URL and more information.

How do I find the softkeys I need?

If you are having trouble finding softkeys or frequently use the **more** softkey, ask your system administrator to rearrange your softkeys or assign some functions to line buttons.

How can I help my boss use his or her phone?

Read the User Guide for your boss's phone. This card covers only a few of the available features.

Where can I find a complete User Guide?