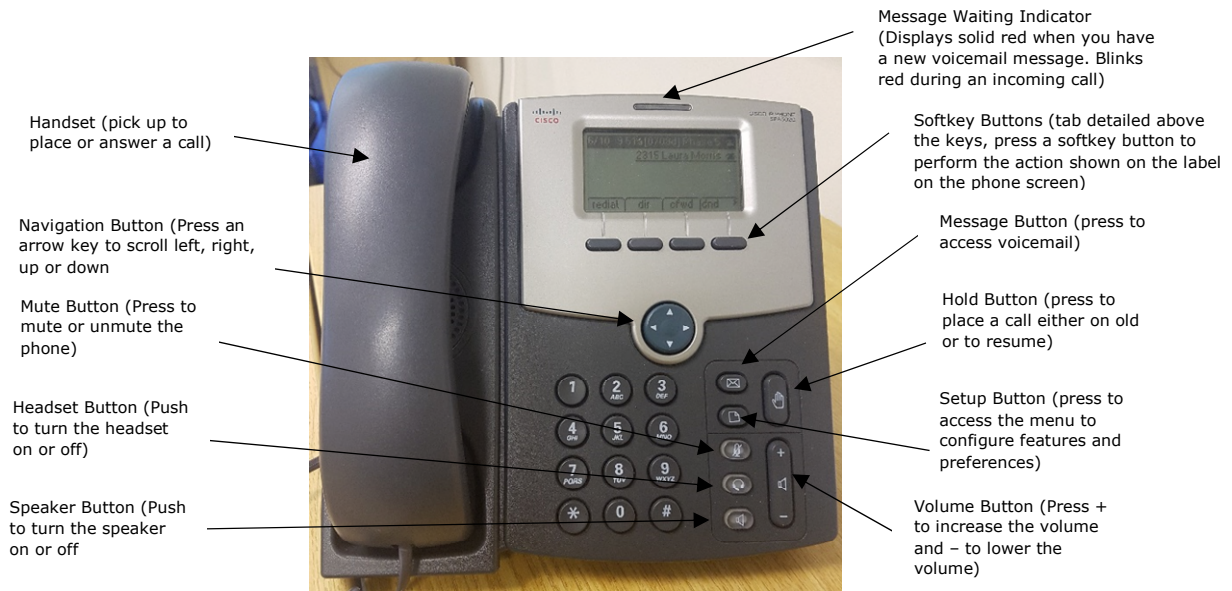# **Quick summary guide for Cisco phones**

A Cisco phone is provided in all units to make internal/external calls & receive voicemails. To set up this service, you will need to complete an order form to activate this feature which can be done by following this link - https://phase5.uk/order

We have put together a summary guide on basic features of the Cisco phones for your information which includes how to set up a voicemail etc. Please note, once set up, any messages left on your voicemail will come through via email to the email address entered on the order form.

Handset (pick up to place or answer a call)

Navigation Button (Press an arrow key to scroll left, right, up or down

Mute Button (Press to mute or unmute the phone)

Headset Button (Push to turn the headset on or off)

Speaker Button (Push to turn the speaker on or off

Message Waiting Indicator (Displays solid red when you have a new voicemail message. Blinks red during an incoming call)

Softkey Buttons (tab detailed above the keys, press a softkey button to perform the action shown on the label on the phone screen)

Message Button (press to access voicemail)

Hold Button (press to place a call either on old or to resume)

Setup Button (press to access the menu to configure features and preferences)

Volume Button (Press + to increase the volume and – to lower the volume)

External Calls:

To make an external call insert the full number including the area code, for example: 01226 249590.

Setting up voicemail from a Cisco telephone:

STEP 1 Pick up your handset and press the voicemail button (the envelope button)
STEP 2 Enter a password (this has to be 4 digits ie: 1234) followed by the hash key
(Note: the phone will say press the pound key which means the hash key)

STEP 3 Record your voicemail message then press '1' to save.
Any voicemail messages will be sent to the email provided at the time of setting up. Should you wish to change the email address contact Phase 5 Communications on ext 2352.

Redialing a Call:

STEP 1 Press the redial softkey and select the desired number from the Redial list. Or press the Setup button, select Call History, select the redial list, and highlight the desired number.
STEP 2 Lift the handset or press dial to ring the desired number

Putting a Call on Hold:

To put an active call on hold, press the 'Hold button' or the 'Hold softkey'. Music plays to indicate that the call is on hold. To resume the call that is on hold press the 'Hold button' or the 'Resume' softkey.

Managing Missed Calls:
If the phone screen shows a missed call, press the 'lcr' softkey to return the missed call. Alternatively press the miss softkey to view a list of missed calls, then select a call, and press dial.

Forwarding All Calls:
When out of the office you can forward all incoming calls to another number. For example another extension, a mobile or an outside line. (If forwarding calls to an outside line be sure to include an area code, for example: 01226 249590).

Dial *72 followed by the number you want to forward calls to

Dial *73 to cancel call forwarding

If you require the call to be forwarded to your voicemail message then follow the do not disturb settings below.

Do Not Disturb Settings:
To activate Do Not Disturb, press the dnd softkey. The phone screen indicates that Do Not Disturb is turned on for your phone and any messages will go to your voicemail. To deactivate Do Not Disturb, press the dnd softkey.

Call Waiting:
Automatically set up on the Cisco phone. This alerts you to an incoming call while you are on another call by ringing your phone and displaying a status message.

Picking up a call that is ringing on another extension:
STEP 1 Pick up the handset
STEP 2 Enter * followed by the extension number of the phone you wish to pick the call up from and press dial.

Using Your Personal Directory:
To access the Phone Directory, press the 'dir' softkey, or press the Setup button and select Directory.

To add a new entry to the directory:
STEP 1 In the Directory screen, when New Entry is selected, press the add softkey.
STEP 2 Use the keypad to enter the name of the directory entry:
• Press the number key multiple times to move to a different letter under that number.
• Use the delChr softkey to delete letters, the <<< and >>> softkeys to move to the left or the right of the string.
• Use the clear softkey to clear the entire name.
When finished with the name, use the navigation button to go down to the Number field.
STEP 3 Enter the phone number, including any digits you must dial to access an outside line and the appropriate area code.
STEP 4 Press save to save the entry

For the full Cisco Phone user guide please see link below:
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/csbpipp/ip_phones/user/guide/50X_sip_user_guide_source/500_SIP_user.pdf