Place a Call  Use one of the following methods to place a call:  • Lift the handset and dial the number.  • Dial the number, and then lift the handset.  • Dial the number, and then press the CALL soft key.  • Local off campus, dial 8 then 7 digit number  • -long distance, dial 8 + 1 area code + 7 digit number  • International, dial 8 + 011 + country code + city code + number  

Note: Use the backspace (<<) soft key to erase digits that you enter incorrectly.

Redial a Number  Press the CALL Applications button  Select RECENTS by pressing number 1 or center of Navigation button  Arrow up or down to desired number using Navigation button  Press CALL, lift receiver to proceed with call.

Hold a Call  To place a call on hold while on the call:  • Press the HOLD button or press the HOLD soft key on the display  To retrieve a held call:  • Press the Resume soft key.  

• If multiple calls are on hold, use the Navigation button to select the desired call before you press Resume soft key.  

• If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

Mute a Call  • While on a call, press the Mute button.  The Mute button lights indicating that the other party cannot hear you.

To deactivate the Mute function, do one of the following:  • Press the Mute button again.  • Lift the handset if you are using mute with your speakerphone.

Transfer a Call  • During a call, press the Transfer soft key from the display or the Transfer button. The call is placed on hold.  • Dial the number to which you want to transfer the call.  • Wait for the call to be answered.  Announce the call to the transfer recipient. Press the Transfer button or the Transfer soft key from the display then hang up the hand set.  • If the transfer fails, press the Resume soft key to return to the original call.

Cancel Transfer  • To cancel your transfer call-transfer attempt:  • Press the EndCall soft key.  • To reconnect to the original caller:  • Press the Resume soft key.

Conference Call  To create a three-party conference call:  • Dial the first party  • Press the Confn soft key from display or press the Conference button to open a new line and put the first party on hold.  • Dial the second party. When the call connects, press Confn using either soft key or conference button again to add the new party to the call.  • To add third party to the conference:  Press the Confn soft key on the Cisco Unified IP phone. Current two callers will be placed on hold. Press an available Line button and call the caller you want to add to the conference.  • Press the Confn soft key from display or Conference button. All parties will connect to conference.

End Conference Call  • Hang up the handset, or press the EndCall soft key.

Call Pick Up  To pick up a call that is on hold or a call that is ringing at another extension:  • Press the PickUp soft key.  • Press the Answer soft key.  

Adjust the Volume for the Current Call  • During a call, press the minus - or plus + Volume button.

Adjust the Ring Volume  • Press the minus - or plus + Volume button while the handset is in its cradle and the phone is idle.

Select the Ring Type  • Press the Applications button  Select SETTINGS by pressing number 2 or center of Navigation button  • Select 2 Ringtones. Select the line item to change ring type  Press EDIT soft key  • Use the Navigation button to scroll through the list of ring types. Press the Play soft key to hear samples.  • Highlight the ring you want, and then press the Set soft key.  • Press the Exit soft key to go to the main directory menu.

Adjust the Display Brightness  • Press the Applications button.  Select SETTINGs by pressing number 2 or center of Navigation button  • Select 3 Brightness.  • Use the Navigation button left or right for desired brightness  • Press the Save  • Exit soft key.  • Cancel to exit to the previous menu without changing the setting.  • Press the Exit soft key to go to the main directory menu.

View a Call History and Place a Call from Call History  • Press the Applications button.  • Select 1 RECENTs  Use Navigation button up or down for desired phone number  Press CALL soft key to dial that selected number  Use soft key to view Missed Calls  • Press the Exit soft key to return to the previous directory menu.

Clear Call History  To clear all numbers in the directory histories:  • Press the Applications button.  • Select 1 RECENTs  Press CLEAR LIST soft key to clear entire list.

Select desired call to be deleted  Press DELETE soft key  Press DELETE soft key again to answer pop up question

NOTE: More soft key selections are available by pressing the soft key that has the four dots on the right side of display.

Manage Call Waiting  If you are on a call when a second call comes in, you either hear a call-waiting tone or see a flashing indicator light on the handset rest. To answer the new call on the same line:

• Use the Navigation (up/down arrows) button to select the call.  • Press the Answer soft key to answer the call. The call on the other line is automatically put on hold. To return to the original call:

• Use the Navigation button to select the call.  • Press the Resume soft key to reconnect to the call.  For calls on a separate line:

• Press the Line button for the incoming call. The call on the other line is automatically put on hold. To return to the original call:

• Press the Line button associated with the original call.

Retrieve Voice Messages  Press the Messages button, and follow the voice instructions.