

Phone Button Guide



Cisco IP Telephones Quick Reference



1	Phone Screen	Displays information about your phone, including your extension, date & time, call status & available phone functions.
2	Programmable Feature Buttons	Programmable feature buttons that correspond to phone lines, speed dials, and calling features.
	Session Buttons	Each represents a call session and takes the default action for that session.
3	Softkey Buttons	Allow you to access the soft key options displayed on your phone screen.
4	Back Button	Returns to the previous screen or menu.
	Navigation Pad & Select Button	The four-way Navigation pad allows you to scroll through menus, highlight items, and move within a text input field. The Select button (center of the Navigation pad) allows you to select a highlighted item or enable the phone screen if it is in power-save mode.
	Release Button	Ends a connected call or session.
5	Hold Button	Places a connected call on hold. Press the flashing session button to the right of the phone screen, or the "Resume Call" soft key to reactive the call.
	Transfer Button	Transfers a call.
	Conference Button	Creates a conference call.
6	Headset Button	Selects the wired headset as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green. You may need to press both the Headset button on the phone & the "on" button on your headset.
	Speakerphone Button	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. During a call, the button is lit green.
	Mute Button	Toggles the microphone on or off during a call. When the microphone is muted, the button is lit red.
7	Message Button	Auto-dials the voicemail system.
	Application Button	Opens the Applications menu such as call history, preferences, and phone information.
8	Contacts Button	Opens the Contacts menu for the local or corporate directory.
	Volume Button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook). Silences the ringer on the phone if an incoming call is ringing.
9	Handset with Light Strip	The handset light strip lights up to indicate a ringing call (flashing red) or a new voice message (steady red).

If You Need Help:
 Contact the Voice Services Center Help Desk:
 800-200-2228
 E:Mail: VSC@nbcuni.com
<https://nbcu.service-now.com/>
<https://wiki.inbcu.com/display/CPI/Cisco+Phone+Info>

Answering and Making a Call

Answering Calls

While idle (options):

- Lift the **Handset**
- Press the **Speakerphone Button**
- Press the amber flashing **Session Button**

While on an active call:

- Select incoming call **Session Button** (will place current call on hold)
- Press the Hold key; press Resume **Softkey** to resume call

Making a Call

1. Lift the **Handset**, or press **Speaker** or **Headset** (if applicable), or a **Session Button**
2. Dial the number you want to call.
You can use the Speed dial button for assigned number, or **Redial** for the most recent number
To use a headset, you may also need to press the On button on your headset

Internal Dialing

- Dial the 5-digit extension of the intended party

External Dialing

- Emergency: 911 or 9-911
- Local/Domestic: 9-1-Area Code-Number
- International: 9-011-Country Code-Number

Placing a Call on Hold

- If it's not already highlighted, select the call to put on Hold by pressing the **Session Button**
- Press **Hold** button
- Press **Resume Softkey** to retrieve the call

Transferring a Call

1. Press **Transfer** button
2. Dial the intended party
3. When ready, press **Transfer Button** again to complete the transfer

Conference Calls

Setting up a Conference Call

1. While on an active call, press the **Conference Button** and dial the intended party
2. When ready, press **Conference Button** again to complete the conference
3. Repeat steps to add additional parties

Removing a Conference Call Participant

1. While on an active conference call, press **Show Detail Softkey**
2. Scroll using the **Navigation Button** to highlight the party you wish to remove
3. Press the **Remove Softkey**

Forward All Calls to Voicemail

1. Press the **FwdAll Softkey**
2. Press the **Messages** key
3. The **Phone Screen** is updated to show that calls will be forwarded
4. Press the **FwdOff Softkey** to cancel forwarding
5. The **Phone Screen** is updated to show that calls will no longer be forwarded

Transfer a Caller Direct to Voicemail

1. To transfer a caller directly to someone's voicemail box (without ringing the phone) press the **Transfer Button**
2. Press the **Asterisk key (*)** followed by the user's extension
3. Press the **Transfer Button** again

Logging in to Phone (Extension Mobility)

1. Press the **Application Button**
2. Select **Extension Mobility**
3. Enter **User ID** (your SSO) and **PIN** (622864)
4. Press the **Softkey** labeled "**Submit**"

Accessing Phone Directories

Corporate Address Book

1. On the telephone, press the **Contacts** button
2. Select "**Corporate Directory**" or "**Local Directory**"
3. Use the keypad to enter a full or partial name and press the "**Search**" **Softkey**
4. You may edit dial number by selecting "**EditDial**" soft key for a highlighted contact entry

Note: The outgoing dial string must match the dialing format described on opposite page of this booklet for internal and external calls.

Your Phone Camera

To Activate/Deactivate your Camera

1. Press the **Application Button** and select **Accessories** option
2. Select the **Cisco Unified Video Camera**, and choose **Setup** soft key button
3. Toggle the **Auto Transmit Video** option On/Off to your preference

Managing your Phone from a Web Browser

By entering the following web link, you can administer your phone options such as User Settings, Directory features, Personal Address Book, and Speed Dials using a web user interface.

Open an Internet Explorer window and type in the following address:

URL: <https://usphlwcucucmpub.inbcu.com/ucmuser>

User ID: [Your SSO]

Password: [Your SSO password]

Programming Speed Dials

1. After logging in click on "**Phone Settings**" then click on "**Speed Dial Numbers**"
2. Click this icon:  to link your devices
3. Click "**Add New Speed Dial**" and fill in the required information
 - A. Number/URI: Enter the number exactly as you would dial it from your phone
 - B. Label (Description): Enter the name as you would like it to appear on your phone
 - C. Speed Dial: Enter a number starting with 1. Each speed dial entry must have unique number.
4. Click "**Save**"