

Basic Functions

All Cisco speakerphones enable you to place and receive calls without lifting the handset.

To Make a Call Externally:

- Dial **9** (Or your line access code if different from **9**) and the number then hit the dial key, lift the handset or hit the speaker button.

To Make a Call Internally:

- Reference the company directory and dial the desired extension number then hit the dial key, lift the handset or press the speaker button.

To Answer a Call:

- Pick up the **handset**.
- Press **Spkr**, if you desire to use the speaker feature. Or you can press the **Answer** softkey as the phone is ringing.

To Transfer a Call:

- While on a call, press the **Transfr** softkey, dial the extension desired. You can remain on the line and announce the call or press the **Transfr** softkey again to Blind Transfer the call.

To Transfer to Voicemail:

- While on a call, press **TransVM**, then the extension number, followed by **TransVM** again.

To Conference a Call:

- While on a call, press **Confrn**. Once you hear the dial tone, call another station or outside line (dial **9** or your line access code if different from **9** before calling an outside line). When the called party answers press **Confrn** again. Repeat the above steps to add lines to the conference. (If your system is setup for such)
- To hold a conference call, press **HOLD**, and the conference will continue without you.
- To **transfer conference control**, press **Transfr**, enter the desired ext number and press the **Transfr** button again.

Hold:

- Press the **little hand button**. To return to the call, press the held **Intercom** button or press the **Resume** softkey. If you do not return to the call within a specified time limit, it will ring back to your phone.

To Park a Call:

- Once a call is placed on Park, it may be retrieved from any phone. To place a call on park, press the **Park** softkey the system will place the call into one of the preprogrammed park slots. The number will show on the phone screen just above the softkeys.
- To retrieve the parked call, go to any phone, press the **Pickup** softkey, dial the Orbit number of where the call was parked to.

To Forward Calls:

- To forward calls internally, Press the **Cfwdall** softkey you will hear two beeps, then enter the ext you wish you forward your phone to. Then hang up by pressing the speaker key.
- To forward calls outside of the office, press the **Cfwdall** softkey, you will hear two beeps then press your line access code + the number where you want your calls to go. Then hang up by pressing the speaker key.
- To **remove** Call Forward mode, press the **Cfwdall** softkey.

Speed Dial:

- Press the **Services** button on the phone.
- Scroll down to the **My Phone Apps** option.
- To program speed dials on buttons use the Speed Dial Button option, to program standard Personal Speed Dials use the Personal Speed Dials Option. Choose the one you want by highlighting it and press the **Select** softkey.
- To add a new Speed Dial press the **Add** softkey and enter the name for the speed dial entry in the label field then scroll down to the number field and enter the speed dial number with your line access code and a **1** if needed for long distance. **(NOTE: When entering the name do not use a space)**
- Press the **Submit** softkey to save the entry.
- To use a Speed Dial press the **Directories** button. Scroll down to Personal Speed Dials and press **Select**.
- Highlight the Speed Dial entry you want to call and press the **Dial** softkey.

Voicemail

First Time Voicemail Set Up:

- To access your voicemail for the first time, press the envelope button.
- The voicemail system will ask for your password, which by default is the same as your ext number then press **#**.
- Follow the prompted instructions to set up and record your name, greeting and set your *own* password.

To Access your Messages Internally:

- Press the envelope button. Enter your security code followed by **#**. Follow the verbal prompts for what you want to do.

To Access your Messages Externally:

- Call your Direct Inward Dial phone number or dial your extension from your company main greeting. When you hear your greeting press *****. The prompt will then ask for a user id, enter your extension followed by **#**. The voicemail will then ask for your password followed by **#**.

To Change Your Greeting:

- Press the envelope button.
- When prompted for your password enter the password that you have set for your mailbox.
- Press option **4** for Setup Options.
- Press option **1** for Greetings.
- Press option **1** to re-record the current greeting.
- Follow the prompts to save your new greeting.