QR – Cisco Phone Basics

1	**Incoming call or voicemail indicator**				
2	**Feature and session buttons -preprogrammed buttons and additional lines**				
3	**Softkeys** – options available will change depending on what you are doing with the phone				
4	**Back button**		**5**	**Hold**	
	Navigation buttons			**Transfer**	
	Release call			**Conference**	
6	**Headset**		**7**	**Voicemail**	
	Speakerphone			**Applications**	
	Mute (press to mute/unmute)			**Directory**	
8	**Volume**				

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Dialing

Pick up handset, press speaker, or press headset button.
Dial:

Internal – 4 digit extension, e.g., 6411

External – full phone number, e.g., 954-555-2121

Putting a call on Hold

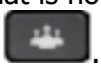
Press **Hold** (located in area 5 above) or use the softkey labeled **Hold**.

To resume a call, press the blinking line button or the **Hold** again.

Transfering a Call to Another Person

1. From a call that is not on hold, press **Transfer** or press the softkey labeled **Transfer**.
   The caller hears hold music.
2. Enter the other person's phone number (4 digit internal extension or enter the full external phone number).
3. Announce the caller, if desired.
4. Press **Transfer** again, to complete the transfer.

Add Another Person to the Call – Three Way Call

1. From a call that is not on hold, press **Conference**  .
   The caller hears hold music.
2. Dial the phone number of the new party.
3. Once they answer, press **Conference** again.

Do Not Disturb

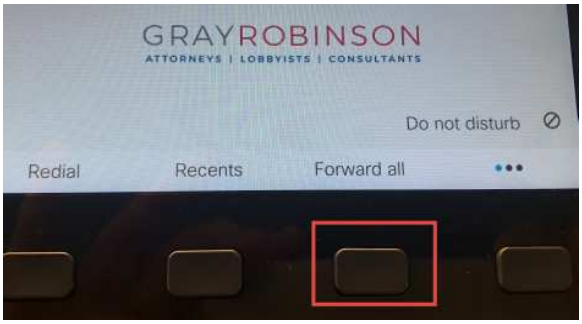
Press the key labeled **Do Not Disturb**, located in the bottom right side of your screen.

When Do Not Disturb is enabled, you will not hear your phone ring. You will see a RED banner appear at the top of your phone and the Do Not Disturb key will be a solid red color.

To disable Do Not Disturb, press the Do Not Disturb key again.

Forwarding All Calls to Another Number

When your phone is idle, press the **Forward all** softkey located at the bottom of the screen.



Enter the phone number or extension you wish to Forward all calls to.