1 What’s on my desk?

Congratulations! Your new Cisco Unified IP Phone has arrived. It can help you manage your boss’s phone communications by enabling you to:

- Share your boss’s phone extension on your phone so you can answer calls, transfer calls, and forward calls to voice mail.
- Set up and manage impromptu phone conferences.
- Make phone calls more efficiently using speed dial, predial, and redial.
- View current and missed calls.
- Handle calls on multiple lines (if available).

2 Hello, thanks for calling

When a new call rings on your phone, you’ll see these indicators:

- A flashing amber line button.
- An animated icon next to the button.
- A call window that displays caller ID.

To answer the call, lift the handset. Or press the flashing amber button or the Answer softkey.

If you get a second call while you’re talking on the first call, a second window opens.

Press the Answer softkey to connect the second call, which puts the first call on hold automatically.

Keep these tips in mind when you’re handling multiple calls:

- The softkeys across the bottom of your phone screen affect the active window only.
- The active window is darker than the other windows.
- You can use the navigation button below your phone screen to move between windows.

3 Could you hold, please?

To put a call on hold, press the Hold softkey. The hold icon appears and the line button flashes green.

To retrieve a call from hold, press the flashing green button or the Resume softkey.

Keep in mind:

- Pressing the Answer softkey to connect a new call puts an existing connected call on hold automatically.
- Before using Resume, make sure the appropriate call window is active (the active window is darker). If necessary, navigate to it.

4 Let me transfer you

To transfer a call:

1. Start from a connected call (not on hold).
2. Press the Transfer softkey.
3. Dial the transfer recipient’s number (or use speed dial).
4. Wait for the recipient to answer or skip to Step 5.
5. Press Transfer again to complete the transfer.

5 Can’t talk right now

Using Immediate Divert

To easily send a call to voice mail, just press iDivert when the call is ringing, connected, or on hold.
6  My phone, your number

If you and your boss share a line, you share a phone number. When a call comes in on the shared line, you or your boss can answer it.

How will you know when your boss is talking on the shared line? Look for indicators on your phone:
- A red shared line button.
- The remote-in-use icon next to the button.
- Caller ID for your boss's call (unless blocked).

To cancel Call Forward All, press CFwdALL again. (You may need to press the more softkey first.)

To use forwarding on a non-primary line (such as a shared line), go to your User Options web pages. Ask your system administrator to rearrange your softkeys or assign some functions to line buttons.

To see who is participating in a conference, use the ConfList softkey.

When barging, your boss may have added participants to the call. To see who's on the line, press the Confrn softkey.

7  We (all) need to talk

To create a conference call, choose from two features:
- Use the Conference feature when you want to call each participant.
- Use the Join feature when you want to combine existing calls that are already on your phone (connected or holding).

To combine calls that are on multiple phone lines (more than one line button is lit), press Confrn, then press the flashing green button for the line with the other call(s).
- If a line has multiple calls, you may need to press Select to choose which calls to join.
- To see who is participating in a conference, press the ConfList softkey.

8  I’ll call you

Use these dialing tips to make calling easier:
- To predial—Dial the number without lifting the handset, then press Dial.
- To redial—Press the Redial softkey, or press the Navigation button to see your recently placed calls.
- To view missed, placed, or received calls—Press the Directories button and choose a call log.
- To dial from a directory—Navigate to an item in the directory and press Dial. If you need to edit the number first, press EditDial.
- To speed dial—Press a speed-dial button, enter an Abbreviated Dial code, or use Fast Dial. Ask your system administrator which speed-dial feature is right for you.