CONFERENCE CALLS

- When on a call, press the More soft-key and then the Conference soft-key or press the CONFERENCE button. The original call is placed on hold.
- Place a call to add another party. When the party answers, press the Conference soft-key again to add the new party to the call.
- Any Cisco phone user can add up to a maximum of 8 members.

To view the members of the conference call:
- Press the More soft-key.
- Press the Details soft-key.
- Use the Navigation Bar to scroll through the list.

The conference initiator can remove any member:
- Highlight the member you would like to remove.
- Press the Remove soft-key.

JOIN (Calls must be on the same line)
Allows you to join two callers into a conference call.

While one caller is on hold and the other call is active:
- Press the More soft-key until you see a Conference soft-key or press the CONFERENCE button.
- Press the Active Calls soft-key.
- Choose a call from the list.
- Press the CONFERENCE button to join calls.

FORWARD ALL CALLS

To forward to another extension:
- Press the Forward All soft-key. You will hear two beeps.
- Enter extension number of where you wish to forward your calls. You will hear a beep and a right arrow will appear in upper-right corner of display. The LCD will also display the number to which your calls are being forwarded.

To forward directly to your voicemail:
- Press the Forward All soft-key, then press the MESSAGE key.

To cancel call forwarding:
- Press the Forward All soft-key again.

To forward a line other than your first line:
- Press the line you want to forward.
- Press the Forward All soft-key.
- Press the MESSAGE key or dial the number to forward to.

CALL PARK
Allows you to place a call on hold in the system so that it can be retrieved from any phone in your office.

- To park a call, press the Park soft-key (You may have to press the More soft-key to see the Park soft-key).
- (Remember the park extension number shown in the display)
- To retrieve the call from any phone, dial the park extension.
- To retrieve the call from the same phone, press the Resume soft-key.

CALL HISTORY

To view and/or call the last 150 calls placed, answered or missed for all lines.

- Press the APPLICATIONS button OR press UP on the Navigation button.
- Press 1 for Recent
- Scroll through the list of calls. Meaning of icons:
  - 🔽Incoming Calls
  - 🔽Outgoing Calls
  - 🔽Missed soft-key.

Note – You might need to use the EditDial soft-key to add a “9” or “9 1” to the front of the number before pressing the Call soft-key.

Online Interactive Training

- From your web browser click below Phone Training

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Prepared by ePlus Technology for Pennridge School District
DIALING INSTRUCTIONS
Within your site: New 6-digit extension
Local calls: 8 + telephone number
Long Distance: 8 + 1 + telephone number
International: 8 + 011 + telephone num.
Emergencies: 911 or 911
If you accidentally dial 911, please stay on the line to tell them not to come to the site.

SOFT KEYS
These are the 4 keys under the bottom of the display. The feature that they activate will appear in a tab above them in the display. The available options will change depending upon the status of your phone. The "..." soft key is a "more" button to show additional features.

To return "back" a screen, press the Exit or soft key.

CHANGING THE LCD CONTRAST or BACKLIGHT
Press the APPLICATIONS button.
- Choose Preferences / Contrast or Backlight
- Press up or down on the Navigation Button to change the brightness to be lighter or darker.
- Press Save to set the contrast or backlight OR press Cancel to exit.

CHANGING HANDSET / HEADSET / SPEAKER VOLUME
- Press the Up or Down VOLUME button when the handset, headset or speaker is in use.
- Press the Save soft-key to save volume setting for future calls.

CHANGING THE RINGER VOLUME
- While the phone is idle press the Up or Down VOLUME button to adjust to desired level. The ringer volume is automatically saved.

LINE KEYS (meaning of line key colors)
Yellow = New incoming call
Green = Active call
Red = Active call on a shared line on another phone

MUTING A CALL
- To mute a call, press the MUTE button (the mute light will turn red when activated).
- To disengage mute, press the MUTE button again or lift the handset.

Note – If you are using the mute feature with the speakerphone, lifting the handset will disengage mute.

CHANGING THE RING TONE
- Press the Applications button.
- Choose Preferences / Ringtone
- Select a ringtone.
- Press the Play soft-key to hear the ringtone.
- Press the Set soft-key to apply the ringtone.
- Press the Apply soft-key to save.

PLACING A CALL
- Lift the handset, or
- Press the Speaker button, or
- Press a Line/Extension button, or
- Press the New Call soft-key below the display or
- Predial a number then press the Call soft-key to place the call.
- To make a second call while on an active call, press the Hold soft-key, then press the New Call soft-key.

LAST NUMBER REDIAL
- To redial the last called number, press the Redial soft-key
- To view calls you dialed other than the last call, press UP on the Navigation button and scroll through your calls. You can press the Dial soft-key to dial the highlighted number.

ANSWERING AND ENDING A CALL (A new incoming call will flash yellow)
Answering a call:
- Lift the handset or
- Press the Speaker button or
- Press the Answer soft-key if using a headset
- If a second call comes in while on a call, press the Answer soft-key. A list of incoming calls will be displayed. Scroll to the call you want to answer and press the Select soft-key to choose a call to answer. The first call will automatically be placed on hold.

Ending a call:
- Press the Cancel soft key or hang up the handset.

PLACING A CALL ON HOLD
- During a call, press the Hold soft-key or the HOLD button.
- To resume the call on hold, press the Resume soft-key or press the HOLD button again or press the flashing line key on hold.
- After you have placed a call on hold, you can press the New Call soft-key to place another call from the same line.

ANSWERING MULTIPLE CALLS
While active on the first call, you will be notified of a 2nd call with an amber light flashing on the line key and the display will show the caller. Each line can have 2 active calls before a call will go immediately to the mailbox, plus you can make 2 more outgoing calls.
- Press the Amber flashing line key. The 1st caller is automatically placed on hold.

To return to the first caller:
- Press the Swap soft-key.
- Or complete the call with the 2nd caller by pressing the End Call soft-key then press the Resume soft-key to return to the first call.

To alternate between calls:
- While the active call is highlighted, press the Hold soft-key, press the line-key to scroll to all calls on that line.
- While the hold call is highlighted, press the Resume soft-key (the active call will automatically be placed on hold)

TRANSFERRING A CALL
- While on a call, press the Transfer soft-key or press the TRANSFER button. The original caller is placed on hold.
- Dial the extension you want to transfer to.
- Once you hear ringing, either press Transfer soft-key again or, once the party answers, announce the call and press Transfer soft-key.
- If the second party refuses the call or you wish to toggle between the 2 parties, press the Swap soft-key.

Transferring a caller directly into another voice mailbox:
- Press the Transfer soft-key or press the TRANSFER button.
- Press the # key
- Enter the 6 digit mailbox number of the destination mailbox.
- Press the Transfer soft-key again.