

IP Phone Quick Guide

Helpline: 206-292-2579 Main NKC Line: 206-292-2771

NKC IP PHONE QUICK REFERENCE QUIDE



<u>Handset Light Strip</u>: Indicates incoming call or new voice message. <u>Line or Speed Dial Buttons</u>: Access phone lines, intercom or speed dials. <u>Footstand Adjustment</u>: Adjusts angle of phone base.

<u>Softkey Buttons</u>: Each activates a softkey option on display screen. <u>Navigation Button</u>: Scroll through menu and display Placed Calls log. <u>Messages Button</u>: Access to voice messages. <u>Directories Button</u>: Access call logs and directories.

Help Button (Inactive)

Settings Button: Access to ringtones and display contrast. Services Button:

<u>Volume Button</u>: Controls handset, headset, speaker and ringer volume. <u>Speaker Button</u>: Hands-free on/off key. <u>Mute Button</u>: Turns microphone on/off <u>Headset Button</u>: Turns headset on/off.



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PHONE INSTRUCTIONS

Red Highlight – Feature or Dial Pad Key

Placing a Call

- <u>Handset</u>: <u>In-house</u>: Lift handset and dial 4-digit ID number. <u>Outside</u>: Lift handset, dial 7 and the phone number.
- <u>Speakerphone</u>: <u>In-house</u>: Press <u>speakerphone</u>, Dial 4-digit ID #. <u>Outside</u>: Press <u>speakerphone</u>, dial 7 and the phone number.
- <u>Headset</u>: Press headset button (if wireless headset, press earpiece button), dial 9 and the phone number. If headset is lit, press New Call, 7 and phone number.
- Redial: Press Redial to dial the last number, or press the Navigation button (with phone idle) to see Placed Calls.
- <u>Directories</u>: Scroll to Intercom Directory, Missed, Placed or Received Calls. Select listing and press Dial (press Edit Dial and dial 7 for Missed/Received calls).

Answering a Call

- <u>Handset</u>: Lift handset.
- Speakerphone: Press Answer.
- <u>Headset</u>: Press headset or if headset is lit, press <u>Answer</u>. Wireless headset users press button on earpiece.

Ending a Call

- Handset: Return handset to cradle or press EndCall.
- <u>Speakerphone</u>: Press speakerphone or press EndCall.
- Headset: Press headset button, or to keep headset mode active, press EndCall.

Using Hold and Resume

- Place a call on hold: Press Hold.
- Remove call from hold: Press Resume.

Transferring Calls

 Press Transfer and dial the number you're transferring the call to. Press Transfer again, then hang up.

Forwarding Calls to Cellphone

- Press CFwdALL, dial 7, then the cellphone number you want to forward calls to.
- To cancel, press CFwdALL.

Forwarding Calls to Another Extension

- Press CFwdALL, then dial the 4-digit extension you want to forward calls to.
- To cancel, press CFwdALL.

Forwarding Calls to Voicemail

- Press CFwdALL, then press the "Messages" button on the phone.
- To cancel, press CFwdALL.

Place and Establish a Conference Call

To create a three-party conference call, perform the following steps:

- During a call, press the more soft key and then the Confrn soft key to open a new line and put the first party on hold.
- Place a call to another number.
- When the call connects, press **Confrn** again to add the new party to the call.
- Repeat to add additional participants (you may have up to 4 participants on a conference call).

To establish a conference call between two- and three-party calls to a Cisco Unified IP phone, one active and the other on hold:

• Press the **Confrn** soft key on the Cisco Unified IP phone.

To establish a conference call between second- and third-party calls already present on a Cisco Unified IP phone, using separate line buttons, one active and the other on hold, perform the following steps:

- Press the **Confrn** soft key on the Cisco Unified IP phone.
- Press the Line button of the call you want to add to the conference.