

IP Phone Quick Guide

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

NKC IP PHONE QUICK REFERENCE GUIDE



PHONE INSTRUCTIONS

Red Highlight – Feature or Dial Pad Key

Placing a Call

- **Handset:** **In-house:** Lift handset and dial 4-digit ID number. **Outside:** Lift handset, dial **7** and the phone number.
- **Speakerphone:** **In-house:** Press **speakerphone**, Dial 4-digit ID #. **Outside:** Press **speakerphone**, dial **7** and the phone number.
- **Headset:** 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.
- **Directories:** 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

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

Ending a Call

- **Handset:** Return handset to cradle or press **EndCall**.
- **Speakerphone:** 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.