IP Phone Quick Guide

NORTHWEST
Kidney Centers
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Helpline: 206-292-2579
Main NKC Line: 206-292-2771

Cisco IP 8811 Model

NKC IP PHONE SYSTEM GUIDE

1. **Handset Light Strip** (indicates whether you have an incoming call (flashing red) or new voice message (steady red).
2. **Phone screen** shows information about your phone (phone/extension number, active call and line status, phone menu listings, etc.)
3. **Line Keys** (*Green Steady = Active Call*; *Green Flashing = Held Call*; *Amber Steady = Do Not Disturb*; *Amber Flashing = Incoming Call*; *Red Steady = Shared Line or Line Status*; *Red Flashing = Line on Hold*).
4. **Softkeys** (access to function displayed on screen above the softkey [New Call, Redial, CFwdALL, etc.], which will change depending on the function being performed at the time.
5. **Navigation Ring** (outer ring to scroll through menus) and **Select** (inner button to select menu items).
6. **End call**.
7. **Hold** call/Resume call.
8. Create **Conference Call**.
9. **Transfer** call.
10. **Speakerphone** (button lit when speaking hands-free).
11. **Mute** microphone on/off (button lit when Mute is on).
12. **Headset** on/off (button lit when Headset is on).

13. **Dial pad**.
14. **Volume** button (adjusts handset, headset, speakerphone volume [off-hook] and ringer volume [on-hook]).
15. **Corporate Directory**.
16. **Applications** button (access call history--placed, received, missed calls and phone settings, such as ringtones).
17. **Voice Mail** access.
18. **Back** (return to previous screen or menu).
19. **Handset**.

Placing a Call *(Press 7 for Outside Line; all NKC sites can be called via 4-digit in-house extension)*

- **Handset**: **In-house**: Lift handset and dial 4-digit ID number. **Outside**: Lift handset, dial 7 and the phone number.
- **Speakerphone: In-house**: Press Speaker, Dial 4-digit ID #. **Outside**: Press Speaker, dial 7 and the phone number.
- **Headset:** Press Headset button or button on headset device and dial 7 and the phone number.
- **Redial:** Press Redial to call the last number dialed.
- **Corporate Directory:** Scroll to Intercom Directory to search for desired extension.
- **Applications:** Search Missed, Placed or Received Calls. Select listing and press Dial for in-house calls, or press Edit Dial and press 7 for Missed/Received outside calls.

Answering a Call
- Handset: Lift handset or press Answer softkey.
- Speakerphone: Press Speaker or press Answer.
- Headset: Press button on headset device or press Headset key on phone.
- You can receive more than one call at a time (call waiting), however, only <u>one</u> call can be active (other calls are automatically placed on Hold). Use Hold/Resume to toggle between multiple calls.

Ending a Call
- Handset: Return handset to cradle or press EndCall softkey.
- Speakerphone: Press Speaker or EndCall.
- Headset: Press button on headset device or EndCall.

Using Hold and Resume
- <u>Place a call on hold</u>: Press Hold.
- <u>Remove call from hold</u>: Press Resume.

Transferring Calls
- Press Transfer and dial the 4-digit extension you're transferring the call to. Press Transfer again, then hang up.

Forwarding Calls to Cellphone
- Press CFwdALL, dial 7 and enter the cellphone number you want to forward all calls to.
- To cancel all call forwarding, press CFwdALL.

Conference Calls (System Feature) *(no charge for this phone system feature manual conference call setup)*
1. When on a call already in progress, press Conference Call button.
2. Enter phone number of the party you want to conference-in (if outside number, press 7 and dial phone #).
3. Once party answers, press Conference Call to connect all parties to conference call.
4. Repeat steps 1-3 to add additional parties (you may have up to 8 participants on a conference call).

Conference Calls (Pay-Per-Use) *(Patient Care Plan Calls, etc.)*
NKC staff also has access to West Unified Communications pay-per-use conference call service that can be used when there are more than 3 (including self) participants and is used for NKC Plan of Care conference calls or conference calls with non-NKC participants. Contact IT Help Desk for further information.

SETTINGS is where you'll change *Ringtones*, *Wallpaper Display, Brightness/Contrast* (which you may need if using Wallpapers), and you can change the *Font Size* on this phone.

For ***RECENT CALLS***, press *SETTINGS* and 1. You can view by *ALL CALLS* or *MISSED CALLS* and you can make calls using numbers on the list by selecting the black MORE key [**...**]with the dots for EDIT DIAL and press 7 to call an outside number from the list.

To change the background of the display (black/white photo options only).

- Press SETTINGS (icon that looks like a GEAR on left side of phone).
- Press 2 for SETTINGS again.
- Select 1 for WALLPAPER and you'll see the backgrounds appear on the display.
- Select the picture you want as your wallpaper, moving up/down using the round silver NAVIGATION key.
- Select Preview to see what the pic will look like and press SET to save it.