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The Cisco Unified IP Phone for Administrative Assistants

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.

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.
Using Call Forward All
To redirect all incoming calls to another number:
1. Press the CFwdALL softkey.
2. Enter a phone number, or press a speed dial button or the Messages button (to forward to voice mail).
To verify that Call Forward All is active, look for the forward to icon and the “Forwarded to” phone number.

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. Your system administrator has details.

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.

When barging, your boss may have added participants to the call. To see who’s on the line, press the ConfList 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).

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).

Your boss sees similar indicators on his or her phone when you’re talking on the shared line. Your boss can also “barg” a call that you’re handling on the shared line. Barging a call means joining your conversation by turning the call into a conference. In this case, you’ll typically hear a beep and your phone screen will change to display conference details.

Using Conference to call participants
1. Start from a connected call (not on hold),
2. Press the Confrn softkey.
3. Enter a participant’s phone number.
4. At any time after the call starts ringing, press Confrn again to begin the conference.
Repeat these steps to add participants.

Using Join to combine existing calls
There are different ways to use Join. Follow these steps when the calls that you want to combine are on a single phone line (only one line button is lit).

Tips & hints
How do I use my phone with a headset?
Keep the headset button lit and use softkeys to place and end calls.

How do I set up speed-dial buttons?
Any of the unassigned buttons to the right of your phone screen can be converted to speed-dial buttons. To set up speed-dial buttons and change some of your line settings, use a web browser on your computer to access your Cisco Unified CM User Options web pages. Ask your system administrator for the URL and more information.

How do I find the softkeys I need?
If you are having trouble finding softkeys or frequently use the more softkey, ask your system administrator to rearrange your softkeys or assign some functions to line buttons.

How can I help my boss use his or her phone?
Read the User Guide for your boss’s phone. This card covers only a few of the available features.

Where can I find a complete User Guide?