

Cisco Call Handling


Make a Call

1. Enter a number and pick up the handset:
 - a. Internal Number: dial the 4-digit extension
 - b. External Number Local: dial 9 then the full number (9-xxx-xxx-xxxx)
 - c. Long Distance: dial 9-1 then the full number (91-xxx-xxx-xxxx)

Answer a Call

1. Press the flashing amber line button or pickup the handset


Put a Call on Hold

1. Press **Hold** 
2. To resume a held call, press Hold again

Park a Call

1. Press the **Park** softkey
2. To resume a parked call, pickup any cisco phone and dial the 4 digit park extension



View Your Recent Calls

1. Press **Applications** 
2. Select Recent
3. Select a line to view



To Redial

1. Press the **Redial** softkey to call the last number dialed.
2. Or lift the handset to view Recent calls.
3. Select a call from history and press Call.


Transfer a Call to Another Person

1. From a call that is not on hold, press **Transfer** 
2. Enter the other person's phone number:
 - a. Internal Number: dial the 4-digit extension
 - b. External Number: dial 9 then the full number (9-xxx-xxx-xxxx)
3. Press **Transfer**  or hang up.

Add Another Person to a Call


1. From a connected call that is not on hold, press **Conference** 
2. Press **Active Calls** to select a held call
3. Press **Conference** again 

To Create an Impromptu Conference Call


1. While on a call, press **Conference** 
2. Dial the number of the party you wish to add:
 - a. Internal Number: dial the 4-digit extension
 - b. External Number: dial 9 then the full number (9-xxx-xxx-xxxx)
3. Or press the Directory button to look up a number from the directory.
4. Once the party picks up, press the **conference** key again
5. An audible beep will be heard and all three parties will be connected.
6. Up to 8 people may be on a conference including yourself.

ADDITIONAL OPTIONS:


Make a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset**  it will illuminate green when active.


Make a Call with the Speakerphone

1. Enter a number using the keypad
2. Press **Speakerphone**  it will illuminate green when active.

To Look Up a Number

1. Press **Directories** 
2. Choose Corporate Directory
3. Search by First or Last Name
4. Select the Name and Press the Dial Softkey.

View Call History

1. The Call History and Directories area allows users to view:
 - Missed Calls
 - Received Calls
 - Placed Calls
2. To Access the Call History:
 - a) Press **Applications** 
 - b) Select **Call History**
 - c) Select **All Lines** or the line you want to view.
 - d) Use the Navigation button to scroll through to view, call or delete.