

Phone Buttons

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|----|--------------------------------------|--|
| 3 | Softkey buttons | Each activates a softkey option (displayed on your phone screen). |
| 4 | Back button | Returns to the previous screen or menu. |
| 5 | Release button | Ends a connected call or session. |
| 6 | Navigation pad and Select button | Allows you to scroll through menus and highlight items. Use the Select button to select an item that is highlighted on the screen. |
| 7 | Conference button | Creates a conference call. |
| 8 | Hold button | Places a connected call on hold. |
| 9 | Transfer button | Transfers a call. |
| 10 | Keypad | Allows you to dial phone numbers, enter letters, and choose menu items. |
| 11 | Speakerphone button | Toggles the speakerphone on or off. |
| 12 | Mute button | Toggles the Mute feature on or off. |
| 13 | Headset button | Toggles the headset on or off. |
| 14 | Volume button | Controls the call volume (off-hook) and the ringer volume (on-hook). |
| 15 | Messages button | Auto-dials your voicemail system (varies by system). |
| 16 | Applications button | Accesses the Applications menu for preferences. |
| 17 | Contacts button | Opens/closes the Directories menu. |
| 18 | Phone display | Can be set to comfortable angle |
| 19 | Feature buttons | Each corresponds with a phone |

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|----|---------------------|--|
| | | line, speed dial, and/or calling feature. See "Session Buttons." |
| 20 | Handset light strip | Indicates an incoming call or new voice message. |

SOFT KEYS

Features available based upon the state of your phone

PLACE A CALL

Internal

- Lift handset, press the **Speaker** button, line button, Headset button or the **New Call** soft key
- Dial the 4-digit extension

External

- Lift handset, press the **Speaker** button, line button or the **New Call** soft key
- Local - dial 9 + 7 digit number
- Metro - dial 9 + 10 digit number (area codes: 240, 301, 571, 703)
- Long distance - dial 9 + 1 + 10 digit number
- International - dial 9 + 011 + country code + remaining digits

LAST NUMBER REDIAL

- Press the **Redial** soft key

DIVERT—For Voicemail Users Only

- When the phone is ringing, press the **Divert** soft key
- The call is answered by voicemail

CALL FORWARD

Activate

- When the phone is idle, press the **Forward All** soft key
- Enter the number or press the **Messages** button for sending calls directly to Voicemail

Cancel

- Press the **Forward Off** soft key

| | | |
|---|---------------------|--|
| 1 | Phone screen | Shows call information. |
| 2 | Session buttons | Each corresponds with an active call or a call function. <ul style="list-style-type: none"> • Phone lines (line buttons) • Call functions—When not being used for an active call, it can be used to initiate functions on the phone, as indicated. <ul style="list-style-type: none"> Amber—Ringing call. Green, solid—Outgoing or connected call. Green, pulsing—Held call. Red, solid—Shared line in-use remotely. Red, pulsing—Shared line on hold remotely. |

CALL HOLD

Place a Call on Hold

- During a call, press the **Hold**  button

Retrieve a Call on Hold

- Press the **Resume** soft key or the line button

TRANSFER A CALL

- During a call, press the **Transfer**  button
- Dial the number
- Announce the call
- Press the **Transfer** soft key or **Transfer**  button to complete the transfer, and hang up

To Cancel a Transfer

If the person you attempt to transfer a call to is not available:

- Press the **Cancel** soft key
- Press the **Resume** soft key to return to the original call

CALL PARK (if applicable)

Park a Call

- During a call, press the **Park** soft key
- The call is automatically placed in a park position
- The park position is displayed above the soft keys

Retrieve a Parked Call

- Dial the park position indicated when the call was originally parked
- You are now connected

JOIN

This feature allows you to join two active calls to create a conference.

Answer the second incoming call

- Press the line button next to the line of the second incoming call (automatically puts the first caller on hold)

Join these two callers to create a 3-way call

- Push the **Conference**  button
- Press the **Active Calls** softkey
- Choose the held call
- Press the **Conference** softkey

CONFERENCE CALL

- During a call, press the **Conference**  button
- Dial the number you wish to add to the call
- After the party answers, press the **Conf** soft key to bring the parties together

Add additional parties

- Repeat the above steps, adding up to **4** parties to the call

Reconnect to Conference When Called Party Can't Join

If the person you attempt to bring into the conference is not available:

- press the **Cancel** soft key
- press the **Resume** soft key to return to the original call

View the conference call members

- If this feature is configured on your phone, press the **Show Details** soft key

SPEED DIALING

- Phone is idle (no dial tone)
- Dial the speed code number
- Press the **SpeedDial** soft key
- Pick up handset or remain in speaker mode

To program these numbers using the phone user options webpage, please refer to the **FRTIB User Options Guide**.

CALL HISTORY

- To view missed, received, or placed calls, press the **Applications**  button
- Select **Call History**
- Choose the line(s) you want a call history for
- Toggle between all and missed calls by selecting the **All Calls** and **Missed** soft keys
- To place a call to one of the phone numbers from within the directory, press the **Call** soft key if the number can be dialed as it appears
- Press the **EditDial** soft key, edit the dialed number to include the outside access code, then press the **Call** soft key if it's an external number

CONTACTS

- To view a personal or corporate directory, press the **Contacts** button
- Select either **Corporate Directory** or **Personal Directory**
- Enter the search criteria followed by the **Submit** soft key
- To place a call to one of the phone numbers from within the directory, press the **Call** soft key or if needed press the **Edit Dial** soft key to edit the digits as desired, then press the **Call** soft key

RING VOLUME

- When the phone is idle, press the **Volume** key to hear the current ring volume
- Press up or down on the **Volume** key to change the ring volume
- When the ring times out, the setting will be saved

RING TYPE

- Press the **Applications**  button
- Select **Preferences**
- Select **Ringtone**
- Select the line
- Select a ringtone
- Press the **Play** soft key to play the ringtone
- Press the **Set** soft key to set a ringtone

LCD CONTRAST

- Press the  button
- Select **Preferences**
- Select **Brightness**
- Use the **Navigation** bar to change the contrast
- Press the **Save** soft key to save the setting

WALLPAPER

- Press the **Applications**  button
- Select **Preferences**
- Select **Wallpaper**
- Press the **Preview** soft key to view wallpaper
- Press the **Set** soft key to apply wallpaper
- Use the **Up** or **Down** soft keys to change the contrast
- Press the **OK** soft key to save the setting

VIDEO ADJUSTMENTS

- Press the **Applications**  button
- Using the navigation pad select **Preferences**
- Select **Camera Settings** and adjust the following options: Auto Transmit Video, Brightness

Mobile Connect (Single Number Reach)

Allows calls to a user's corporate number to simultaneously ring an IP Phone and a remote device, such as a cell phone. The user can switch the call between the devices without disconnecting the caller. For example, a call answered on a cell phone while commuting to the office can be switched to the Cisco phone upon arrival in the office.

To Turn On or Off Mobile Connect

- Press the Mobility softkey to view status (Enabled or Disabled)
- Press the Select softkey to toggle status

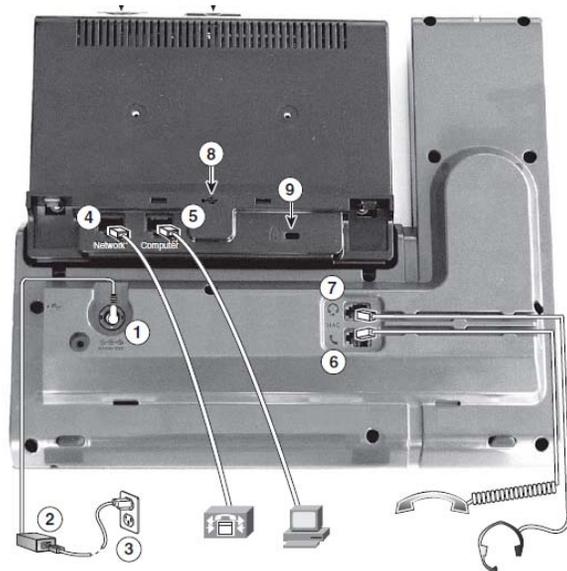
To Switch an In-Progress Call on your Cisco Phone to your Mobile Phone

- Press the Mobility softkey
- Select Send call to mobile
- Answer the in-progress call on your mobile phone
- The Cisco phone line button turns red

To Switch an In-Progress Call from your Mobile Phone to Your Cisco Phone

- Hang up the call on your mobile phone to disconnect the mobile phone, but not the call
- Lift the Cisco phone handset and press the Resume softkey within 10 seconds.
- Start talking on the Cisco phone.

CISCO PHONE CONNECTIONS



VOICE MAIL SETUP AND ACCESS

Enroll with Voicemail (first time use only)

- Press the **Messages**  button or dial the internal voice mail phone number **1649**
- Enter the first time enrollment password = **12345**
- Follow prompts to:
 - Record your name – press # key as soon as you say your name
 - Record a greeting – press # key as soon as you say your greeting
 - Set a new password

Re-record Your Name

- Press 4 then 3 and follow prompts

Log on to Voicemail from Your Phone

- Press the **Messages**  button or dial the internal voice mail phone number **1649**

- Enter your password followed by the # key

Log on to Voicemail from a Different Office Phone

- Press the **Messages**  button or dial the internal voice mail phone number **1649**
- Press the * key when voice mail answers
- Enter your ID (extension) followed by the # key
- Enter your password followed by the # key

Log on to Voicemail from outside FRTIB

- Dial the external voice mail phone number **202-942-1649**
- **Press the * key when voice mail answers**
- Enter your ID (extension) followed by the # key
- Enter your password followed by the # key

BASIC VOICEMAIL

Press the **Messages**  button or dial the internal voice mail extension **1649**

| | | | |
|---------------------|---|--------------------|---|
| Hear new messages | 1 | Set up options | 4 |
| Send new message | 2 | Cancel or back up | * |
| Review old messages | 3 | Skip or move ahead | # |

During Message

Playback

| | | | |
|-----------------|---|-----------------|---|
| Restart message | 1 | Repeat | 1 |
| Save | 2 | Save | 2 |
| Delete | 3 | Delete | 3 |
| Slow playback | 4 | Reply | 4 |
| Change volume | 5 | Forward message | 5 |
| Fast playback | 6 | Save as new | 6 |
| Rewind, small | 7 | Rewind | 7 |
| Pause or resume | 8 | Message summary | 9 |
| Fast forward | 9 | | |

After Message Playback

TRANSFER CALL INTO VOICEMAIL

While connected to the caller:

- Press the **Transfer** soft key
- Press the * key
- Dial the person's extension you are transferring the call to
- Press the **Transfer** soft key

LEAVE A QUICK MESSAGE IN A MAILBOX WITHOUT CALLING THE EXTENSION:

- Lift handset
- Press * and the extension
- Leave message
- Hang up

Please refer to the following page for the Unity Connection Voicemail Menu Tree.

Retrieve Messages



During Message

- 1 Restart message
- 2 Save
- 3 Delete
- 4 Slow playback
- 5 Change volume*
- 6 Fast playback
- 7 Rewind message
- 8 Pause/Resume
- 9 Fast-forward
- # Fast-forward to end
- # # Skip message, save as is

After Message

- 1 Replay message
- 2 Save/Restore as saved*
- 3 Delete
- 4 Reply
- 4 2 Reply to all
- 4 4 Call the user*
- 5 Forward message
- 6 Save as new/Restore as new*
- 7 Rewind message
- 9 Play message properties
- # Save as is

Find Voice Messages

5 Find messages*

- 1 From another user
- 2 From all outside callers
- 3 From a specific outside caller

Send a Message

2 Send

Record and address message

- # Send now
- 1 Add name
- 3 Message options

- 1 Change address
- 2 Change recording
- 3 Set special delivery
- 4 Review message
- # Send

- 1 Add name
- 2 Hear all names
- 3 Remove name

- 1 Hear recording
- 2 Save recording
- 3 Rerecord
- 4 Add to recording

- 1 Urgent
- 2 Return receipt
- 3 Private

Change Preferences

4 Setup options

1 Greetings

- 1 Record this greeting
- 2 Turn on/off alternate greeting
- 3 Edit other greetings
- 4 Hear all greetings

2 Message settings

- 1 Change message notification
- 1 Pager
- 2 Home phone
- 3 Work phone
- 4 Mobile phone

3 Change menu style

- 1 Select full or brief menus

4 Edit private lists

- 1 Hear lists
- 2 Change names on a list

3 Personal settings

1 Change password

2 Change recorded name

3 Change directory listing

- 1 Change listing status

4 Transfer settings

Use These Keys Anytime

0 Help

* Cancel or back up

*Not available on some systems.