

Phone Buttons

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

|    |                     |  |
|----|---------------------|--|
|    |                     | 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<br> | Each corresponds with an active call or a call function. <ul style="list-style-type: none"> <li>Phone lines (line buttons)</li> <li>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"> <li>Amber—Ringing call.</li> <li>Green, solid—Outgoing or connected call.</li> <li>Green, pulsing—Held call.</li> <li>Red, solid—Shared line in-use remotely.</li> <li>Red, pulsing—Shared line on hold remotely.</li> </ul> </li> </ul> |

## 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

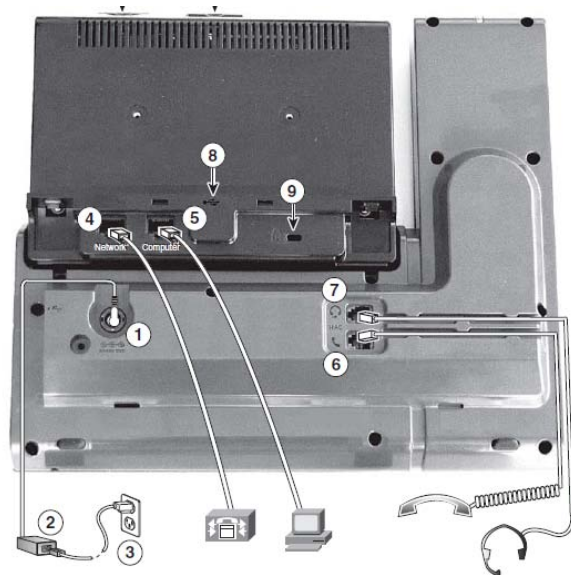
### To Switch an In-Progress Call on your Cisco Phone to your Mobile Phone

- 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:

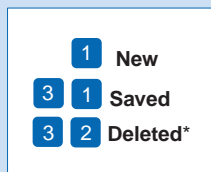
- Press the **Transfer** soft key
- Press the \* key
- Dial the person's extension you are transferring the call to
- Press the **Transfer** soft key

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

### After Message

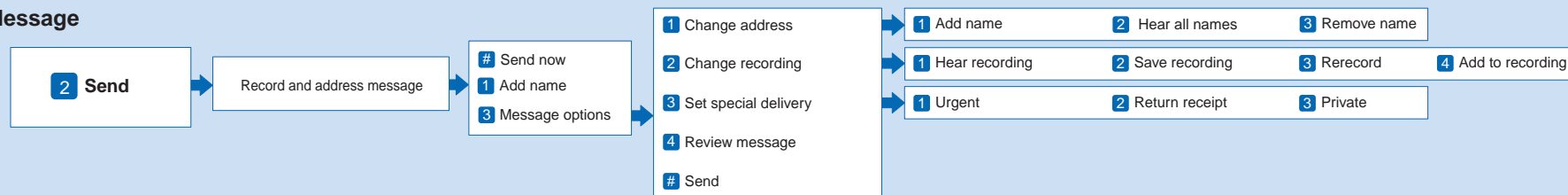
- |                          |                               |
|--------------------------|-------------------------------|
| 1 Replay message         | 5 Forward message             |
| 2 Save/Restore as saved* | 6 Save as new/Restore as new* |
| 3 Delete                 | 7 Rewind message         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

## Find Voice Messages

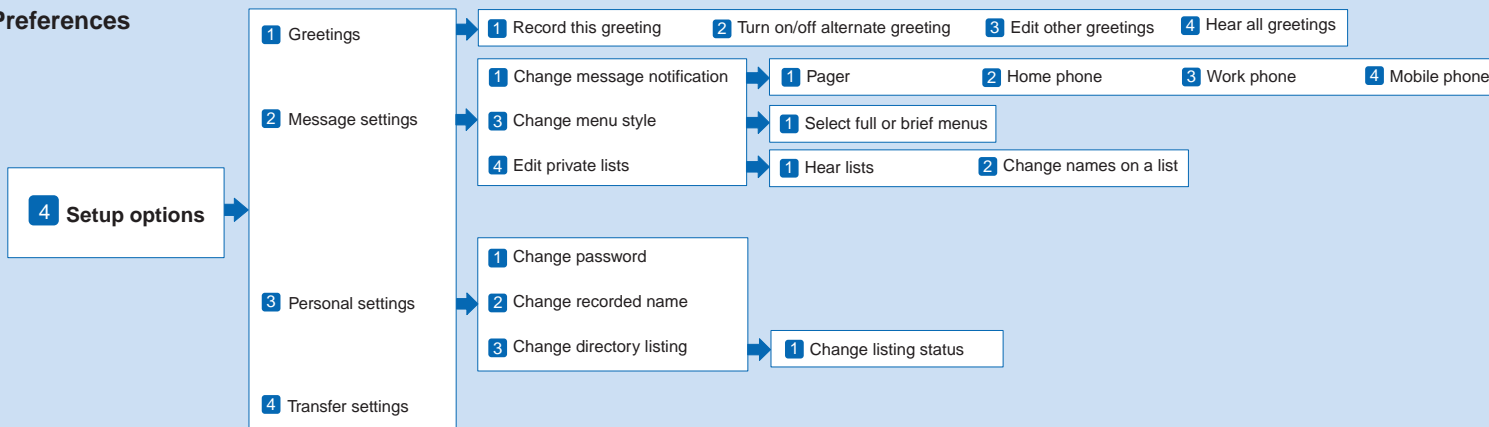
### 5 Find messages\*

- 
- ```
graph LR; A["5 Find messages*"] --> B["1 From another user  
2 From all outside callers  
3 From a specific outside caller"]
```
- 1 From another user
  - 2 From all outside callers
  - 3 From a specific outside caller

## Send a Message



## Change Preferences



## Use These Keys Anytime

0 Help

\* Cancel or back up

\*Not available on some systems.