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IP TELEPHONE QUICK REFERENCE

Making a Call

Internal

5 digit extension – 3 xxxx

External:

Dial "9+1+(area code)+ number"

International

Dial 9 + 011

Emergency Dialing

9 11 or 9911

Answer a call

Lift the "handset" or

Press the "Speaker" key

If you are using a Headset,
press the "Answer" Soft Key

Hold

Press the "Hold" Soft Key

To return to the held call:

Press the "Resume" Soft Key

Answer a Second Call Appearance:

Press the Answer key. The first call will
automatically be placed on Hold

To return to the held call:

Highlight the call on hold using your
navigation key

Then press Resume

Speaker

Press the "Speaker" key

Muting a Call

While on a call, press mute to prevent the
party you are speaking to, from hearing what
"you" (or someone else in the room) is
saying.

To mute a call, press the "Mute" key

To cancel, press the "Mute" key again

Call Forward All Calls

You are able to divert your phone calls to any
internal/external number or to voicemail

Press the "CFwdAll" Soft Key

Dial the number that you want all of your
calls to "forward to" (External forwarding
must include "9-1")

To cancel call forward:

Press the "CFwdAll" Soft Key

To forward to voicemail:

Press the "CFwdAll" Soft Key

Press the "Messages" button.

Transfer a call (Announced Transfer)

During a call:

Press the "Transfer" Soft Key

Dial the "5" digit extension number,
when answered, announce the call...

Then, press the "Transfer" Soft Key again

Cancelling the Transfer

If there is no answer, the number was dialled
incorrectly or if Voicemail answers:

Press the "EndCall" Soft Key, then press
the "Resume" Soft Key to reconnect to the
original caller

Transfer a call (Blind Transfer)

While on a call:

Press the "Transfer" Soft Key

Dial the "5" digit extension number

Press the "Transfer" Soft Key again

Conference Call (4 party)

During a call,

Press the "More" Soft Key, then press the
"Confm" Soft Key

(This opens a new line while putting the other
party(s) on hold).

Dial the additional party.

Press the "Confm" Soft Key again to add
this party to the conference call.

Repeat the first three steps to add another
caller.

Note: Only the host will be able to add new
participants to the call

Conference Con't

If there is no answer, the number was dialled
incorrectly or if Voicemail answers:

Press the "EndCall" Soft Key, then press
the original caller(s)

Conf list

To view a list of conference participants

Press the "More" soft Key (twice), then
press the "ConfList" Soft Key.

(The participant with an asterisk (*) next to his/her
name is the "initiator"

To remove a participant

While viewing the "ConfList", highlight the
participant that you wish to remove, then
press the "Remove" Soft Key.

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To Refresh the Conference list

Press the “Update” soft key.

Redial

Press the “Redial” Soft Key

Call log

To view your call log:

Press the “Directories” key, then press:

(1) Missed Calls

(2) Placed Calls

(3) Received Calls

Each category will store up to 100 numbers

To dial from a call log entry

Highlight a call entry

Press the “Dial” Soft Key

Corporate Directory

Press the “Directories” key to view a list of different directory options.

Select (6) Corporate Directory

Use the Keypad to enter a full or partial name and press the “Search” soft Key

To dial the entry, highlight the listing, then press the “Dial” soft key or lift the handset

Transfer a call using the Directory

Press Mute

Press Directories

Select 5 for Corporate Directory

Use your keypad to enter a full or partial name and press the Search key

Scroll to a listing and press Dial

Choose a menu item to handle original call:

Hold – Puts the first caller on hold and dials the second

Transfer – Transfers 1st party to 2nd and drops you from call
Conference – Creates Conference with all parties and yourself

End Call – disconnects the 1st call and dials the 2nd

Press Transfer again or hang up to complete transfer

Managing your phone from the web

By entering the following web link you can administer phone options such as User Settings, Directory features, Personal Address Book, and Abbreviated Dials via a web user interface.

Open an Internet Explorer window and type the following address:

URL: [https:// 147.4.147.194/ccmuser](https://147.4.147.194/ccmuser)

User ID: 3xxxx

Default Password: 12345

Abbreviated Dials

Select “User Options”

Select “Device” (from the drop down list)

Press “Speed Dials”

Enter number in “number” field (9 for outside line)

Enter name in “Label” field (Then “Tab” to next entry Level)

Press “Save” (the entry(s) will be downloaded to your phone)

Note: Take a note of the abbreviated dial “memory number” (01-99)

To call an entry

Dial the 2 digit memory location (01-99).

Do not lift the handset or press the speaker key.

Press the “AbbrDial” soft key.

“Personal Address Book” Web Page:

Select “User Options”

Select “Personal Address Book”

Select “Add New”

Fill in as much detail as required. (Please note that the nickname field is mandatory)

Select “Save”

To call an entry in your personal address:

Press “Directories”

Select option (5) Personal Directory

Enter your User ID: (3xxxx)

Pin: 12345

Use the Keypad to enter a full or partial name and press the “Search” soft Key

Highlight the listing, then press the “Dial”

Changing CCM User Password or your phone's Pin number

Select “User Options”

Select “User Settings”

Enter “current” password/pin

Enter “new” password/pin twice

Select “Save”

Managing your Voicemail from the web:

Active Assistant is a webpage for on-line management of your voicemail settings.

URL-[http:// 147.4.147.195/ciscopca](http://147.4.147.195/ciscopca)

Login: Extension 3xxxx

PW: 12345

Mailbox Number and Password

Your extension number is your mailbox number

The default password is: 12345

You will be prompted to change this during initial set up.

Listening to Messages

1. Listens to new messages
- 2.

3. Reviews old messages

After listening to a message

1. Repeats a message
2. Saves messages
3. Deletes messages

IP TELEPHONE QUICK REFERENCE

<p>Mailbox Number and Password</p> <p>Internally from your own phone: Your extension number is your mailbox number The default password is: 12345. You will be prompted to change this during initial set up.</p>

<p>Accessing Voicemail</p> <p>Internally from your own phone: Press the Message Envelope key Or dial 38400 Enter your Password press the # key Follow the prompts</p>

<p>Internally from another phone: Press the Message Envelope key Press the * key Follow the prompts.</p>

<p>Externally:</p> <ul style="list-style-type: none"> • Dial your direct number Or • 516 463 8400 • Press the * key • Follow the prompts.

Re-Record Personal Greeting	
4	Choose Setup from main menu
1	Greetings Menu
	Your active greeting plays
1	To record your new greeting
	Record your new greeting after the tone, then press #.
#	To save the greeting

Voicemail Main Menu	
1	Listen to messages
2	Send a message
3	Review old messages
4	Setup options

Listening to Messages	
1	To listen to messages
Or	To review old messages
3	

While Listening to Messages	
3	Delete Message
4	To slow the message down
6	To speed the message up

After Listening to Messages	
1	Repeat Message
2	Save Message
3	Delete Message
4	Reply to Message
4-2	Reply to All
5	Forward a Message
6	Save message as new
7	Go back 3 seconds
8	Pause/Restart
9	Message Properties
#	Skip to next message
#	
*	Cancel playing messages
1-2	To go to a specific message
1-4	Previous Message
1-6	Next Message

Performing Common Voicemail Functions	
4-1-2-1	Re-Record Greeting
4-3-2	Re-Record Name
4-3-1	Change Password