VOIP Phone – Frequently Asked Questions

1. **How do I make calls?**
   a. Pick up the handset and dial a number.
   b. Press New Call to make a call while another call is on hold.
   c. Enter a phone number and press Dial.
   d. Enter a phone number and press a line button to specify which line to use
   e. Enter a phone number and press line button (or choose a line) to specify which line to use.

2. **How do I answer calls?**
   a. Lift the handset.
   b. Press Answer and use speakerphone mode or headset mode, if those modes are active.
   c. Press an orange flashing Line button.
   d. Pickup a second call coming in, press Answer. The first call will automatically be put on hold. Put call #2 on Hold, cradle Rocker Switch back up to call #1 and press Resume.

3. **How do I put calls on hold?**
   a. Only one call can be active at any given time. Other calls are put on hold.
   b. To put a call on hold, select the active call and press Hold.
   c. When you place a call on hold, the call may hear a beeping sound or music.

4. **How do I resume a call?**
   a. To re-connect with a call on hold, cradle Rocker Switch back up to the previous call. Select the call and press Resume.

5. **How do I end the call?**
   a. Press EndCall.
   b. Hang up the handset if it is off the hook.
   c. Press Speaker if speakerphone mode is active.
   d. Press Headset if headset mode is active.

6. **How do I forward my calls to another extension?**
   a. Press CFwdAll.
   b. Dial the number to which you want to forward all calls on your primary line. Be sure to enter the number to which you want calls forwarded exactly as you would if you were calling it.
   c. To cancel Call Forward All, press CFwdAll again. Two tones are played, and incoming calls are now received at your phone and are not forwarded.

7. **How do I park a call (put a caller on hold) and retrieve the call from another phone?**
   a. During an active call, press More and then press Park. The display shows the call park number at which the call was parked.
   b. To retrieve a parked call, go to any phone in the system and dial the number at which the call has been parked.
   c. If the parked call is not retrieved, it will be returned to the phone that parked the call.

8. **How do I retrieve a transfer call if no one answers?**
   a. To re-connect with a call on transfer, select the EndCall and press Resume.

9. **How do I find a co-worker's VOIP phone number?**
   a. Press Directories.
   b. Press Corporate Directory.
   c. Key in the person's last name or first name. Or key in the alphabet of the persons last name.
   d. Press Search.
   e. Press Dial.

10. **How do I set-up my Voice Mail or what do I do if I am locked out of Voice Mail?**
    a. Contact the Help Desk at 276-2002 or at VOIP ext. 81099. Also, check reference sheet page 25 in your Cisco Phone Install Notes training packet.

VOIP PHONE REFERENCE: Press the question **(?)** mark soft key on the phone for phone command references.