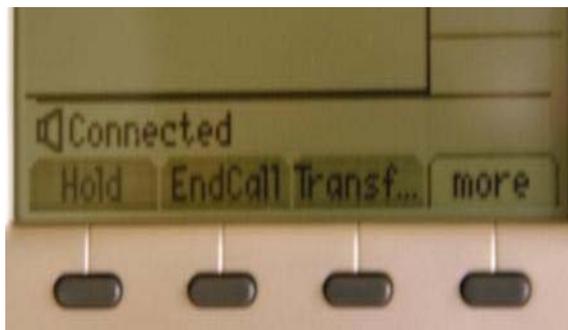


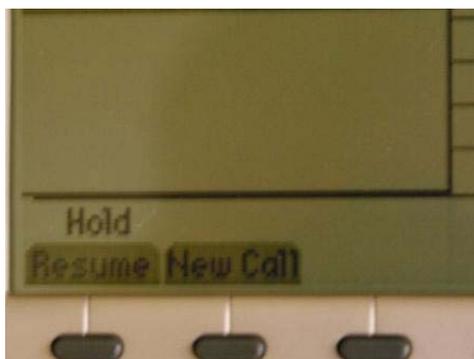


CISCO IP Phone Solutions  
Texarkana ISD  
Solutions for the Cisco IP Phone User

## Texarkana ISD Quick Reference Guide for Cisco Phones



- **Hold** – To place someone on hold, simply answer the phone that is ringing and press Hold. This button is located just under the screen.



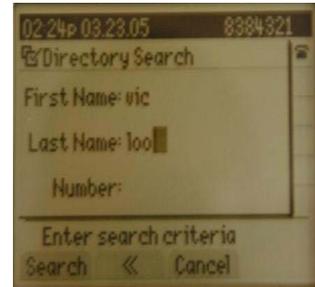
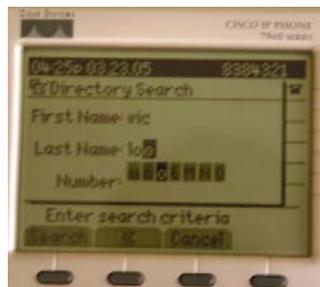
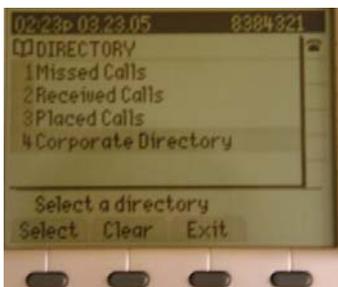
- **Resume** – To resume a call, simply press Resume after you have placed them on Hold. This button is also located just under the screen.



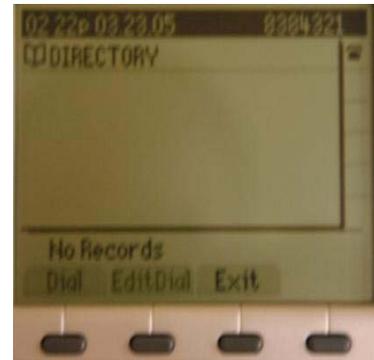
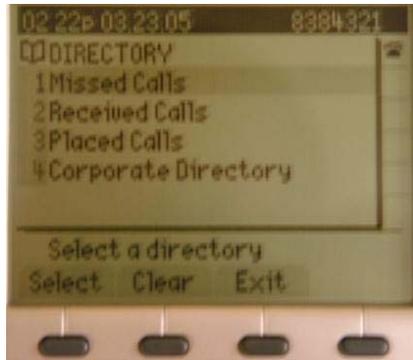
- **Transfer** – You can transfer calls one of two ways:
  - Announce a Transfer – Press Transfer, the extension number of the person you are attempting to transfer to, wait until they pick up the phone and announce...then hit Transfer again to release the call from your phone. You may hang up at this point since your call has been transferred.
  - Transfer without Announcing – Press Transfer, the extension number of the person you are attempting to transfer to, then Transfer again.

You can transfer phone calls to numbers outside the district as well such as cell phones. All you need to do different is after you hit transfer the 1<sup>st</sup> time, dial 9, then the number, and hit transfer again.

➤ **Directories** –



- Corporate Directory – To use the Corporate Directory, press the Directories button, select option four either with the numeric pad or your arrows, and query your search.

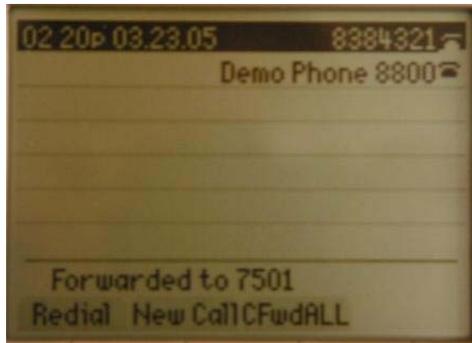


- **Missed Calls** – Select this option to view calls you may have missed throughout the day.
- **Placed Calls** – Select this option to view calls you have placed.



- **Received Calls** – This is a log of calls that you have received.
- **Clearing Missed, Placed, or Received Calls** – To clear these directories, press the Directories button and press clear. This button is located under the screen. (By pressing Clear, you delete all calls that have been missed, placed, or received. There is not an option to clear out just one directory. The Corporate Directory is remotely managed. You cannot clear it.)

- **Volume Settings** –
  - **Handset** – To change the handset Volume, lift the Receiver and press the Volume button until it is at the desired volume. Make sure you save the changes. The Save button is located under the screen.
  - **Speaker** – To change the Speaker Volume, press the Speaker button and press the Volume button until it is at the desired volume. You will not have to save these changes.
  - **Ring** – To change the Ringer Volume, simply press the Volume button either way to the desired Ringer Volume. These changes will not have to be saved.
- **Parking a Call** – To Park a call, press the *more* button, which is located under the screen...and press Park. The Cisco IP Phone user that you are parking the call for can pick it up at whatever extension you Park the call to. (This will be displayed on the screen.)
- **Conference** – To set up a Conference, press *more* and then Conference. This is located under the screen.



- **Call Forward All** – To Forward all of your calls to a different extension in the district, press CallFwdAll and then punch in the extension where you want your phone calls forwarded to. To Forward all your calls to VoiceMail, press CallFwdAll and press your Messages button. To cancel Call Forward All, simply press the CallFwdAll button.



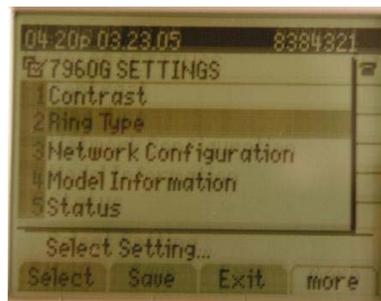
- **Voice Mail** –
  - To set up Voice Mail, press the Messages button and follow all the instructions. You should be supplied with your password. If you did not receive your password, contact the [IT Department](#)
  - To check Voice Mail from another Cisco IP Phone in district, press Messages, \*, your extension number, then your password.

- To check Voice Mail from out of district, dial 903-7936870 and follow the instructions. Remember that your ID is your Extension Number.

### **Call Pickup Groups –**

To pick up another user's call that is in your call pickup Group,

1. Get Dial Tone
2. Press the more button on the Hot Keys
3. Press Pickup (do all of this as the phone in your group is ringing)



### **Changing Ring Styles –**

To change your ring style to something unique so you know when your phone is ringing,

1. Press the Settings button
2. Select Ring Type (option 2)
3. Press Default
4. Press Select
5. You can highlight ring tones and try them out with the Play button.
6. Once you have picked out one that suits you, press Select.
7. Press OK
8. Press Exit



### **Muting a Call –**

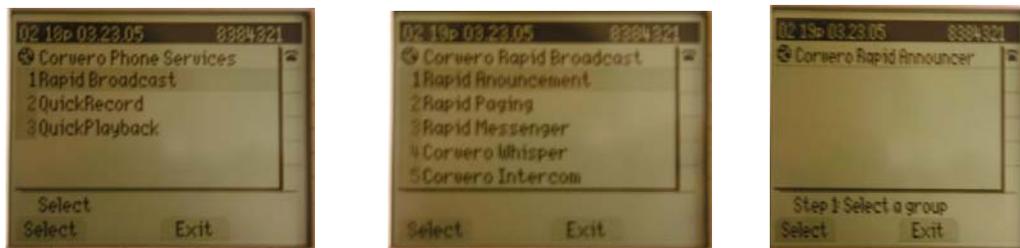
**You can mute a call so that you can hear the person on the other end, but they can't hear you. This is very helpful when you are on hold and don't want to hold the receiver. To mute a call, simply press Mute down in the bottom right hand corner of the phone. To Un-Mute, simply press Mute again.**

### **Forwarding a VoiceMail –**

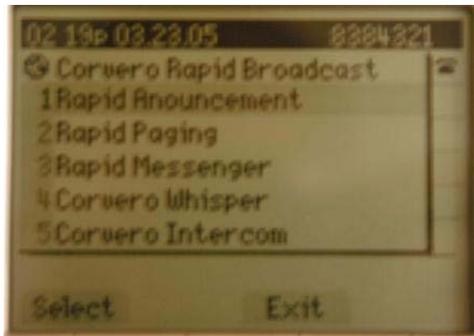
**You can forward a voicemail to another Cisco IP Phone User in our district. You can also forward to multiple users. It is as simple as this:**

- 1. Press Messages**
- 2. Enter Your Password**
- 3. Press 1 to listen to messages**
- 4. Listen to full message(s) (You can only forward one message at a time)**
- 5. Press 0 for more Options**
- 6. Press 5 to Forward Message(s)**
- 7. Press # # to change between Alpha and Numeric**
- 8. Enter an Extension(s)**
- 9. To Confirm, Press #**
- 10. Press # to send message as is or You can go back and add another user to forward the message to.**

## Corvero Intercom and Paging Services:



**Step 1:** To access the Corvero Services, press the Services button on your phone. Select Rapid Broadcast or Option 1. To perform an All – Call, select Rapid Announcement...to page 1 person directly, go to step 2 below. After you have selected Rapid Announcement, you are prompted with a screen where you can select the group you want your All – Call broadcast to. Select your group, wait for all recipients to be contacted and speak very clearly into the handset. **\*\*Make sure you use the handset for All – Calls. Using the speakerphone may cause loud feedback.\*\***



**Step 2:** After you have selected Rapid Broadcast, scroll down or select Option 5. (Corvero Intercom) Type in the extension of the phone you are trying to reach and hit the connect button. After the phone prompts you that your recipient has been contacted, speak into the handset with a very clear voice. **\*\*You can use speakerphone with Intercom but not All – Call.\*\***