Basic Phone Use:

**Make a Call**  Lift Handset and dial, press Line Button and dial, or press **NewCall** soft key and dial.
- Dial an extension to reach internal staff. My extension is ______________.
- Dial 9 plus 7 or 10 digits for local calls (local dialing rules apply).
- Dial 9 plus 1 and the phone number for long distance call.

**Answer a Call**  Lift Handset, or press **Answer** soft key.
- If you receive a second call, you will hear a beep.
- Press the **Answer** soft key to answer it, and the first call will be put on hold.

**End a Call**  Hang up handset, or press **EndCall** soft key.

Phone Features:

**Mute a Call**  During the call press the Mute button; press Mute again to resume speaking.

**Place a Call on Hold**  During the call press **Hold** soft key; press **Resume** soft key to take it back off hold.
- Note: If multiple calls are on hold, use the Up/Down Arrow key to select the call and then press **Resume**.

**Park a Call**  1 During a call, press the **more** soft key to access additional options and select the **Park** soft key.
2 The display will indicate the “parking space” that the caller is assigned to.
3 Access that caller by dialing the “parking space” number from any phone.
- Note: If you forget the parking space number, or forget to pick the caller back up, the call will ring back to the original phone after a timeout period of **3 minutes**.

**Transfer a Call**  1 Press the **Transf...** soft key (the call will be put on hold temporarily)
2 Dial the number you want to transfer the call to.
3 Once the call is ringing, you can either press **Transf...** again immediately to transfer the call without waiting for the call to be answered -- a blind transfer. Or wait until you've talked to the other person and then press **Transf...** to complete it -- an announced transfer.

**Transfer a Call Directly to Voice Mail**  1 During a call, press the **Transf...** soft key.
  2 Dial * (asterisks), the extension number, and then press the **Transf...** button again.
  3 Hang up and the caller will be delivered directly to voicemail without ringing the phone.

**Immediate Divert**  Send a calling party directly to voicemail by pressing the **iDivert** soft key.
- Note: You can use immediate divert anytime your phone is receiving a call to send that caller to voicemail, even if you are on another call.
### Initiating a Conference Call

1. While on a call, press the **more** soft key, then press the **Conf** key. This will put the first call on hold.
2. Dial another number.
3. When the call connects, press **Conf** again to add this party to the conference.
4. Repeat those steps to have up to 6 (six) parties on your conference call.
   - Note: Only you, the conference call originator, can add other people into the conference, and, when you hang up, the other participants can continue the conference, but no additional parties can be added.

### Initiating a Meet-Me Conference

Create a virtual meeting space that others can dial into to join you in conference.

1. Lift Handset, press Line Button, or press the **NewCall** soft key.
2. Press the **more** soft key.
3. Press the **Meet** soft key.
4. Dial the meet-me meeting space number.
   - Note: Our main meet-me space numbers are extensions: **3556, 3557** and **3558**.
   - Note: Externally available numbers are: **2799** (with DID of 208-665-2799) and **7219** (with DID of 208-676-7219)
5. Communicate the meet-me number you dialed to those you want to have join you in conference.
   - Note: There is a maximum of 12 callers -- internal and external -- that can be on a MeetMe Conference.
   - Note: Access an existing meet-me conference by dialing the number given by the initiator.

### Call Forward

1. Press the **CFwdALL** soft key; you’ll hear two quick beeps.
2. Dial the number you want to forward your calls to. Don’t forget to dial 9 if you want an outside number. If you want to forward to voice mail, just press the Messages button.
3. To cancel the forwarding, press **CFwdALL** button.

### Extension Mobility

1. Click the services button on a phone that has been configured for Extension Mobility.
2. Login with your user name and password

   - Note: The phone screen will quickly reset and then take on all the appearances of your extension. You can log out when done or it will timeout in you leave it too long.

### Informational Features:

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<th>Feature</th>
<th>Description</th>
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<tr>
<td>Last Number Redial</td>
<td>Press <strong>Redial</strong> soft key. The last number that you called will automatically be dialed.</td>
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| View/Dial Missed Call, Placed or Received Calls | **1** Press the Directories button, and use the Up/Down Arrow key to select Missed Calls, Placed Calls, Received Calls and press the **Select** soft key.  
**2** Use the Up/Down Arrow key to select the number.  
**3** Press the **Dial** soft key to dial the selected number from list; or press the **EditDial** soft key to edit the number first, and then press **Dial**.  
   - Note: Press the **Exit** soft key twice if you want to exit the directory without making a call.  |
| View/Dial the Corporate Directory    | **1** Press the Directories button, and use the Up/Down Arrow key to select Corporate Directory, then press the **Select** soft key.  
**2** Use the Up/Down Arrow key select First Name, Last Name or Number you’d like to search for.  
**3** Use the keypad to enter the name or number you want to search for (using "cell-phone" like numbers for spelling, for example to get the letter "C" press the "2" button three times).  
**4** Use the Up/Down Arrow key as needed to select the desired listing.  
**5** Press the **Dial** soft key.  
   - Note: It is not necessary to enter a complete name or number to search for, and entries that start with the data you enter will match the search criteria.  |
| Getting Help                         | **1** Press the blue question mark.  
**2** Press any button or key to get help regarding that button or key. |
Audio and Comfort Features:

Handset Volume

1. To increase or decrease the volume of your handset, lift the handset and press the up or down volume button (has the "+" and "-" signs on it). The volume buttons will adjust the volume for the handset, headset or speaker.
2. To save the setting, press the Save soft key; otherwise, it will revert to old volume setting once you hang up.
   - Note: Volume setting should be saved near the middle, and increased as needed for a call. Contact your administrator if you find that you need to raise the volume on a regular basis.

Ringer Volume

1. Press the Volume button ("+" and "-" signs on it) while phone is on hook.
2. Press the "+" Volume side of the button to increase and "-" to decrease it.
3. The ring volume will be saved automatically.

Ringer Selection

1. Press the Settings button (the check marked box) and use the Up/Down Arrow key to select Ring Type, then press the Select soft key.
2. Use the Up/Down Arrow key to select the default ring and press Select.
3. Scroll through the list of ring options, press the Play soft key to "audition" the ring tone.
4. When you are satisfied with you choice, press the Select soft key.

Online Training Resources for Phones:

You can use an on-line training tool, VoIP Trainer to learn about the new phones.

First time VoIP Trainer Users:

1. Register by entering the following link in an internet browser: http://access.voiptrainer.com/?c=NIC
2. When prompted enter the following information:
   - Email, Password (create your own), and Re-enter Password
3. You will be sent an email to verify your email address. (For security reasons, you will not be able to gain access until your email address is verified.)
   - Open the email and click the link in it to gain access to the VoIP Trainer
4. There is a link on the web page that will allow you to bookmark it for future use.
5. Select the CISCO Phones 7940/7960/14 from the menu that appears.
6. When ready to exit the program, click the "Log Out" button at the upper right hand corner.

Returning/Existing User:

1. Go to the the same website: http://access.voiptrainer.com/?c=NIC
2. Enter your username and password.
3. Click the CISCO Attendant Console selection