Calling Features

Forward Calls on your Phone
1. Press the Forward All softkey.
2. Do one of the following:
   - Enter a phone number (including 9 to dial outside, e.g. 9-412-XXX-XXXX)
   - Select an entry from the Call History list
   - Forward all incoming calls to voicemail by pressing the Messages ( ) button.

   NOTE: Visual confirmation displays for a few seconds to confirm the number to which your calls will be forwarded.
3. To verify that your calls are forwarded, look for:
   - A Forward All icon on the line label.
   - The forwarding information in the header on main screen.
4. To cancel call forwarding, press the Forward Off softkey.

   NOTE: To set up conditional call forwarding, go to the User Options Web pages: http://phone.cmu.edu/

Silence a Call
You can silence an incoming (ringing) call by pressing the Volume button down once, and then let the incoming call go to a target number (voicemail or predetermined number as set in the User Options pages).

Hold and Resume a Call
1. Press the Hold button ( ).
   The Hold icon displays and the line button pulses green.
2. To resume the highlighted call, do one of these:
   - Press the pulsing green session button or the Hold button
   - Press the Resume softkey.
   - Press the Select button on the Navigation pad ( ).

Video Calling
1. This phone has a built-in camera and defaults to video ‘on’ for all calls.
2. When on an active call with a user who also has video capability, that user will appear on your screen.

   Note: There is a small sliding tab at the top of the camera that can be moved to block all video transmissions.

Video Mute your Phone
1. Press the Video Mute button ( ) to turn the video camera off for the current call. The screen will then display the Video Mute icon in place of your camera view.
2. To return to full video capability, press the Video Mute button again. The screen will then display your camera view.

Mute Your Phone
1. Press the Mute button to turn Mute on.
   Visual confirmation displays.
2. Press the Mute button again to turn Mute off.

Dial a Number On-hook
1. Enter or speed-dial a phone number.
2. Go off-hook.

Place a Call with a Speed-Dial Code
Before you can use speed-dial codes on your phone, you must set up the codes on your User Options Web pages.

Use a Speed Dial Code on Hook
Enter the speed-dial code and press the Speed Dial softkey.

Transfer a Call to Another Number
1. Start with an active call (not on hold).
2. Press the Transfer button and do one of the following to enter the transfer recipient’s phone number:
   - Press the pulsing green session button of a held call (right side).
   - Enter the transfer recipient’s phone number.
   - Scroll to a Call History record and press the Call softkey.

Conferencing
1. Start with a connected call that is not on hold.
2. Press the Conference button ( ) and do one of the following:
   - Enter the phone number for the party you want to add and press the Call softkey.
   - Enter a speed dial code and press the Speed Dial softkey.
   - Select a call from the Call History.
3. Wait for party to answer (or skip to step 4 while call is ringing)
4. Press the Conference button or the Conference softkey.
5. OPTIONAL: To add additional participants, repeat these steps.

NEED HELP?
PHONE (412) 268-4357 (HELP)
EMAIL tc-help@cmu.edu
**Phone Applications**

**CALL HISTORY**
Call History allows you to view information about the last 150 calls on your phone. An icon displays indicating the type of call:
- Received (✓)
- Placed (✓)
- Missed (✓)

When a call is taking place:
- The caller ID appears with the call icon.
- If the caller ID is unavailable, the phone number is displayed.
- If the phone number is unavailable, then "Unknown" is displayed.

All Call History items are integrated into one list and are ordered by time (latest to oldest).

**NOTE:** Your phone history is limited to the last 150 calls.

**View Call History**
1. Press the **Down Arrow** on the **Navigation pad**.
2. The screen displays the call history with an icon associated for each type of call. Use the **Navigation pad** and **Select** button to scroll and select a call as desired.
3. Press the **Return** softkey to return to the main screen.

**NOTE:** You can sort by missed calls via the Call History option by pressing the **Applications** button, selecting **Call History**, and pressing the **Missed Calls** softkey.

**Dial From Call History**
1. Press the **Down Arrow** on the **Navigation pad** until the person or number you want to dial is highlighted.
2. Do ONE of the following:
   - Press the **Call** softkey.
   - Pick up the handset (number dials automatically)
   - Press the **Select** button.
   - Press the **speakerphone** or **headset** button.

**Clear Call History**
1. Press the **Down Arrow** on the **Navigation pad**.
2. Press the **Clear List** softkey to clear the entire call history on the phone.
3. When prompted, press the **Delete** softkey to delete the call history on the phone, or press the **Cancel** softkey to go back to the Call History screen.

4. Press the **Return** softkey to return to main screen.

**RING TONES**
You can choose the ringtone, per line, that your phone plays to indicate an incoming call.

**Change Ringtone for a Line**
1. Press the **Applications** button.
2. Press the **Down Arrow** on the **Navigation pad** until **Preferences** is highlighted and press the **Select** button.
3. Select **Ringtone**.
4. Scroll down until the ringtone you want is highlighted.
5. Press the **Play** softkey to play the ringtone.
6. Press the **Set** softkey to apply the ringtone.
7. Press the **Return** softkey to return to the Preferences screen.

**PHONE CONTACTS**
The Cisco Unified IP Phone provides you with access to CMU and personal contacts using these directories:
- CMU Directory
- Personal Directory

**CMU Directory**
The CMU directory contains university contacts that you can access on your phone. Your system administrator sets up and maintains the directory.

You can dial from your directory in two ways:
- When you are not on another call.
- When you are on another call.

**Search for and Dial a Contact**
1. Press the **Contacts** button.
2. Press the **Down Arrow** on the **Navigation pad** until **CMU Directory** is highlighted and press the **Select** button.
3. Select any of these criteria to search for a co-worker:
   - First name
   - Last name
4. Enter the search criteria, press the **Submit** softkey, and select a contact.
5. To dial, perform any of these actions:
   - Press the **Dial** softkey.
   - Press the **Select** button
   - Press the **Speakerphone** button.

**VOICE MESSAGES**
Voice messages are stored on your voicemail system.

You can:
- Personalize your voicemail
- Check for voice messages
- Listen to voice messages

**Check for Voice Messages**
Check for voice messages in any of these ways:
- Look for a solid red light on your handset. You can set up the visual message waiting indicator using the User Options Web pages: [http://phone.cmu.edu/](http://phone.cmu.edu/)
- Look for a **Message** icon ( textStatus) on a line label. The red background indicates that there are new voice messages. When you select a line with a Message icon, a **Voicemail** icon displays on the right side of the phone screen.
- If you have set a stutter tone notification for new voicemail messages from your User Options Web pages, listen for the stutter tone from your handset, headset, or speakerphone when you place a call. The stutter tone is line-specific. You hear it only when using the line that has new voice messages.

**Listen to Voice Messages**
1. Press the **Messages** button ( textStatus).
2. Follow the prompts to listen to your voice messages.
   - OR –
1. Log in to the Voicemail Options Web pages using your Andrew userID and password: [http://voicemail.cmu.edu/](http://voicemail.cmu.edu/)
2. Select a message and press the **Play** button ( textStatus) to play the message from your computer.

**NOTE:** After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.

**NEED HELP?**
PHONE (412) 268-4357 (HELP)
EMAIL tc-help@cmu.edu