

Basic Phone Features

Placing a Call Options

Lift the handset and dial the number.

Enter the number, press the **Dial** soft key, and then lift the hand set.

Press any available button, dial the number, then lift the handset.

Press the **NewCall** softkey, dial the number, and then lift the handset.

Press a speed dial button then lift the handset.

Press **Headset** to Place a Call.

Answering a Call Options

Lift handset.

If you are using a headset, press **Headset** .

To use the speakerphone, press **Speaker**  or **Answer**.

Ending a Call Options

Hang up.

If you are using a headset, press **Headset**  or **EndCall**.

To end a speakerphone call, press **Speaker**  or **EndCall**.

Muting a Call

To activate, press the **Mute**  key.

To deactivate, press the **Mute**  key again.

Using the Help Feature

Press the **Help**  feature key for main menu.

For information about a specific key, press the **Help**  feature key, then the key you need information on.

Transfer a Call

With call in progress, press **Transfer** softkey.

Call is placed on hold. Dial extension number.

Wait for party to answer, and announce caller. To return to original call, press **EndCall** softkey then **Resume** softkey.

Otherwise, press **Transfer** softkey again to release call.

Holding a Call

With call in progress, press **Hold** softkey.

To return to call, press **Resume** softkey.

Setting Call Forward

On primary line, press the **CFwdAll** softkey while phone is idle. You will hear two beeps.

Enter * (star) and the four digit extension number to forward to. If forwarding to an external number, you will enter the ten digit telephone number. To forward to voicemail, press the **Messages**  feature key. To cancel, press **CFwdALL** soft key again.

Placing a Conference Call

With first call in progress, press **More** softkey then the **Confrn** softkey when it appears. First call is placed on hold.

Place next call then press **Confrn** softkey.

To end conference call, all but one party must hang up.

Maximum number of possible participants is 6.

To View a List of Conference Participants

While on an active conference call, highlight the active conference.

Press the **More** soft key

Press **ConfList**. Participants are listed in the order they joined the call, with the most recent at the top.

To Remove a Participant from the Conference Call

Highlight the participant you want to remove from the Conference List.

Press the **Remove** soft key.

Note: You must be the conference initiator to remove participants.

Using the Join Feature

For two+ connected calls, use the navigation bar. Highlight first call, then press the **Select** softkey.

Repeat for each call to add. With any selected calls highlighted, press the **Join** softkey (may need to press the **More** softkey first).

Diverting a Call to Voicemail

To send active/ringing call to your voice mailbox, press **iDivert** softkey.

iDivert may not be available to all users

Using Call Pickup

To answer ringing call on phone within pickup group, press available line key, then press **PickUp** softkey. Call will begin ringing on your phone.

Press the **Answer** softkey to answer the call.

Adjusting Volume Settings

To adjust receiving volume, press **volume control key up (+)** or down (-) when the handset, headset, or speakerphone is in use.

To save volume setting for future calls, press the **Save** softkey.

While phone is idle, the volume control key will adjust ringing volume.

Accessing Voice Mail Remotely

Dial 816.235.5000.

Press * (star) when the voice mail system answers.

Enter your 4 digit extension number and press # (pound).

Enter your password, then # (pound).

Press **2** to access your voice mail.

To use Speed Dial buttons, follow these steps

Users with a six line set, will simply press the programmed button on their set and the number will automatically dial.

Users with a two line set or users utilizing the Abbreviated Dials, will press the number of the abbreviated dial they set up, then press the **AbbrDial** soft key and the number will be dialed.

Changing the Ring Type

Press the **Settings** soft key

Choose **User Preferences**

Choose **Ring**

Use navigation bar to highlight **Ring Type** option. Press **Select** softkey.

Use navigation bar to scroll through ring types. To hear ring type, press **Play** softkey while highlighted.

Press **Select** softkey while highlighted to choose ring type.

Press **Save** to keep.

To view your Missed, Placed or Received call history

Press the **Directories**  button.

Press the **Navigation** button to highlight the desired option log.

Press the **Select** soft key to display the information.

To make a call from a call log entry, press the **Dial** soft key.

To view a Corporate Directory listing

Press the **Directories**  button.

Press the **Navigation** button to highlight the Corporate Directory.

Press **Select**.

Use the **dial** pad to specify letters to use to search for names.

Press the **Navigation** button to highlight the desired listing.

To dial this listing, press the **Dial** soft key.

Direct Transfer

To transfer two current calls to each other without staying on the line:

Scroll to highlight any call on the line.

Press **Select**.

Scroll to highlight the second call.

Press **Select**.

With one of the calls highlighted, press the **DirTrfr** soft key. The two calls are now connected to each other and you are dropped from the call.



Cisco 794x/796x IP Phone

