TouchTone
c o m m u n i c a t i o n s

BUSINESS **VoIP**

Getting to Know Your Cisco® VoIP Phone
303G, 504G, 508G and 514G

Getting to know your new phone is easy. This guide will help you get started.

You'll learn how to:

- Use the feature buttons
- Navigate your phone
- Use and adjust the handset, speakerphone, and headset
- Place calls and other basic phone tasks
- And much more!

Phone Setup

How to Adjust the Ringer Volume
1. Press and release the Volume (plus up or minus down) keys while the phone is on hook to adjust the ringer volume as desired. A horizontal scale displays on the phone to indicate the volume level.

How to Adjust the Handset, Speakerphone, or Headset Volume
1. Activate the desired action by picking up the handset, or pressing the Headset or Speaker button on the bottom right of pad.
2. Press and release the Volume (plus up or minus down) keys to adjust the volume as desired. A horizontal scale displays on the phone to indicate the volume level.

Call Management

How to Make a Call
Using the Handset
1. Lift the handset.
2. Dial the number, including "1" and the area code or simply press the desired digits for an internal call.

Using the Speakerphone
1. Press **Speaker** button.
2. Dial the number, including "1" and the area code or simply press the desired digits for an internal call.

Hold
1. During a conversation, press the hold key. The hold key is the button with the "hand" symbol. The associated line key blinks.
2. To resume the conversation, press the blinking line key and begin speaking.

How to Answer the Phone
When you hear your phone ring and see the red light flash on your phone, answer in any of the following ways:

1. Lift the handset.
2. Press **Speaker** to use the speakerphone, or press the associated blinking line key.
3. Press **Headset** to use the headset.

How to Answer a Second Call
The easiest way to answer a call when you are already speaking is to use the Answer soft key.

Using the Answer soft key:
1. Press the associated blinking line key. The first call is automatically placed on hold and you are connected to the second call.|

To reconnect with the first call:
1. Press the blinking line key of the original call.

How to Make a Second Call
1. During a conversation, press the **hold** key.
2. Press a **green** line key.
3. Dial the number for your second call.

Transfer
Attended Transfer
1. During a conversation, press the **Transfer (xfer)** key. The call is placed on hold and you hear a dial tone.
2. Dial the number to which you want to transfer the call. You now wait for the extension to answer so you can announce the transfer.
3. If the called party is available, press the **Transfer (xfer)** key again to complete the transfer.

4. If the called party is unavailable, you can hang up and press the blinking line key of the original call to cancel the transfer and return to the holding party.

Blind Transfer
1. During a conversation, press the **Blind Transfer (bxfer)** soft key.
2. The LCD will then display **Enter Blind Transfer Target**. Dial the number to which you want to transfer the call.
3. Hit **Dial** and the call will immediately transfer.

Transferring a Call Directly to Voicemail
1. During a conversation, press the **xfer2VM** soft key and follow the prompts.

Conference Calling
1. Establish a conversation.
2. Press **Conf** soft key. The call is placed on hold and you hear dial tone.
3. Dial the number of the person that you want to include in the conference.
4. When the person answers, inform the party about the conference and then press **Conf** soft key again to add that party in the conference call.
5. If the called party is unavailable, you can hang up and press the blinking line key of the original call to cancel the conference and return to the holding party.

How to Park a Call
1. Establish a conversation.
2. Press **right arrow key** on the direction pad.
3. Press the **PARK** soft key.
4. Dial your *extension* you want to park the call and press the **# key** or press the **# key** to park the call on your extension.

How to Retrieve a Parked Call
1. Press the **UNPARK** soft key.
2. Dial the **extension** where the call is parked and then press the **# key** or just press the **# key** to retrieve the call parked on your extension.

How to Intercom
1. Press the **icom** soft key.
2. Once you hear the dial tone, dial the **extension** you wish to intercom and press the **# key**.

Phone Features

Do Not Disturb
Do Not Disturb instantly routes all of your incoming calls to your voice mailbox, but still allows you to make calls and use other telephone features.

1. While the phone is in an idle state, press the **dnd** soft key.
2. The LCD displays "Do Not Disturb". To cancel the feature, press the -**dnd** soft key.

Forwarding
Use this feature to forward all incoming calls on an extension to another extension or external number. When someone dials your extension, the forwarded extension or number receives the call. You can forward calls to an IP or non-IP phone. Forwarding is controlled via a web portal, allowing you to forward your while from any web browser while away from your desk.

To Forward a Line
1. Login to http://businessvoip.touchtone.net/.
2. Click the **Incoming Calls** link on the left hand side.
3. Select the type of call forwarding you want to enable.
   - **Call Forwarding Always:** Automatically forward all your incoming calls to a different phone number.
   - **Call Forwarding No Answer:** Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

- **Call Forwarding Not Reachable:** Automatically forward your calls to a different phone number when your phone is unreachable (offline).

4. Click the **ON** radio button.
5. Next to "Calls Forward to phone number / SIP-URI" enter the phone number to which you want to forward your calls.
6. Click **Apply** and then **OK**.

To Disable Forwarding
1. Login to http://businessvoip.touchtone.net/.
2. Click the Incoming Calls link on the left hand side.
3. Select the type of call forwarding you want to disable.
4. Click the **Off** radio button.
5. Click **Apply** and then **OK**.

NOTE: If voicemail is enabled on your IP phone, unanswered forwarded calls will be sent to your voice mail box after the no-answer duration is met.

Sequential Ring
Ring multiple phones sequentially when calls are received.

To Enable Sequential ring
1. Login to http://businessvoip.touchtone.net/
2. Click the **Incoming Calls** link on the left hand side.
3. Click the **Sequential Ring** link.
4. Click on the **Add** Button.
5. Enter a **Description** and click the **OK** button.
6. Click the **Use sequential ring** radio button.
7. Select a Schedule if needed (default is "Every Day All Day").
8. Click **OK**.
9. Enter the Phone numbers that you want to ring.
10. Leave the rest of the options as defaults.
11. Click **Apply** and then **OK**.

To Disable Sequential ring
1. Login to http://businessvoip.touchtone.net/
2. Click the **Incoming Calls** link on the left hand side.
3. Click the **Sequential Ring** link.
4. Uncheck the check box for **Active**.
5. Click **Apply** and then **OK**.

Simultaneous Ring Personal
Ring multiple phones simultaneously when calls are received.

To Enable Simultaneous Ring Personal
1. Login to http://businessvoip.touchtone.net/
2. Click the **Incoming Calls** link on the left hand side.
3. Click the **Simultaneous Ring Personal** link.
4. Click on the **Add** Button.
5. Enter a **Description** and click on the **OK** button.
6. Click **ON** radio button.
7. Enter the Phone numbers that you want to ring simultaneously with your IP phone.
8. Leave the rest of the options as defaults.
9. Click **Apply** and then **OK**.

To Disable Simultaneous Ring Personal
1. Login to http://businessvoip.touchtone.net/
2. Click the **Incoming Calls** link on the left hand side.
3. Click the **Simultaneous Ring Personal** link.
4. Click **Off** radio button.
5. Click **Apply** and then **OK**.

How to View Missed, Received and Placed Calls
1. Press the *setup* key. The setup key is the button with the "document" symbol.
2. Use the blue directional pad to scroll down and select *Call History,* then press the *Select* key.
3. Select the desired call history option: *Redial List, Answered calls, or Missed Calls.*
4. Press *Select* to display call history list.

Voicemail Features

Accessing Voicemail
You can access your voicemail from:

Your phone
1. Lift the handset.
2. Press the *messages* button. The messages key is the button with the "envelope" symbol.
3. Enter your *VM password* then press *#.*

Initial Login to Voicemail Box
1. Enter your *Voicemail PIN* and then the *# key*.
2. Enter a new *Voicemail PIN* at the prompt.
3. Re-enter your *Voicemail PIN* at the prompt.
4. Record your name at the prompt.
5. Press *#.*

Please Note: It is not necessary to record a customized busy no answer greeting. If you wish to do so, follow the prompts below. If not, your initial login process is complete and you may hang up at this time.

Recording Voicemail Greeting
Record Your No Answer Greeting
1. Access your voicemail (see *Accessing Voicemail*).
2. Press *1* for mailbox options.
3. Press *3* to record your No Answer Greeting.
4. Follow the prompts for recording, reviewing and accepting the recording.

Any phone outside your office
1. *Dial* your phone number.
2. Press *＊* when you hear your message.
3. Enter your *VM password* then press *#.*

Voicemail to Email
To send a copy of your voicemails to an email address:

1. Login to http://businessvoip.touchtone.net/
2. Select *Messaging* from the Options, then select *Voice Management*.
3. Towards the bottom of the page, in the *Additionally...:* section, click on the check box that says *E-mail a carbon copy of the message to* _____ and enter your email address in the box.
4. Click on *Apply* or *OK* button.

To send your voicemail to an email address without storing a copy on your IP Phone:
1. Login to http://businessvoip.touchtone.net/.
2. Select *Messaging* from the Options, then select *Voice Management*.
3. Towards the middle of the page, in the *When a message arrives...:* section, click on the radio button that says *Forward it to this e-mail address:* and enter your email address in the box.
4. Click on *Apply* or *OK* button.

Voicemail Controls
Press the following keys to access voicemail controls.

1 Access Voicemail Box
      1 Plays Messages (see Play Messages Options)
      2 Record Busy Greeting
      3 Record No Answer Greeting

    5 Compose Message (see Compose Message Options)
    7 Delete All Messages
    * Go to Comm Pilot Voice portal
    # Repeat Menu
3 Record Your Name
8 Change Voicemail Passcode
9 Exits
Repeat Menu

Play Messages Options
2 Play or repeat message; skip envelope
4 Play previous message
5 Play message envelope
6 Play next message
7 Delete message
9 Hear additional options (see Additional Options)
* Return to previous menu
# Save message

Additional Options
1 Reply to message (see Reply to Message)
2 Forward message (see Forward Message)
* Return to previous menu
# Repeat menu

Reply to Message
1 Change current reply
2 Listen to current reply
3 Send reply
6 Set or clear urgent indicator
7 Set or clear confidential indicator
* Return to previous menu
# Repeat menu

Forward Message
1 Change current introduction
2 Listen to current introduction
3 Send message to specific group members
4 Send message to entire group
5 Send message to distribution list (See Select Distribution List)
6 Set or clear urgent indicator
* Return to previous menu
# Repeat menu