Using Your Cisco IP Phone

Jefferson Lab
●Thomas Jefferson National Accelerator Facility

Forward All Calls:
- Press **CFwdAll** soft key
- Choose Option:
    - Voicemail- Enter 7777
    - Extension- Enter extension number
    - Off Site- Enter 9 then number
- To cancel, press **CFwdAll** key

Transfer Call Directly to Voicemail:
- Press **Trnsfer** soft key
- Press *
- Enter Extension
- Press **Trnsfer** soft key again

Transfer a Call
- Press **Trnsfer** soft key. This places the call on hold.
- Dial the number to which you want to transfer the call.
- When the dialed number rings on the other end, press the **Trnsfer** soft key again, or when the party answers, announce the call and then press the **Trnsfer** soft key.
- Hang up if the party accepts the call.
- If the party refuses the call, return to the original call by pressing the **Resume** soft key.

Placing a Conference Call
- During a call, press the **Confrn** soft key. This selects a new line and places the other party to whom you were speaking on hold.
- Place a call to the other party you wish to include on the conference call.
- When the call connects, press **Confrn** again to add the other party to the conference call.

Conference Call Tips
- When the conference call initiator disconnects, the conference call is terminated.
- To place a conference call on hold, press the **Hold** soft key. The other parties cannot talk among themselves.
- Press the **MUTE** button to mute the speakerphone. The conference parties cannot hear you but you can hear them.
- At this time, there is a limit of three parties in a conference call.
- Call waiting calls cannot participate in a conference.

Quick Button Guide
messages
> This option gives you access to your voicemail.

directories
> By selecting the "Directories" option, you are able to view missed, incoming and placed calls. The Corporate allows you to search for JLab users by entering their first name, last name or extension number. Please be advised that only VoIP phone users will be listed here.

settings
> This is where user preferences such as ring tone, background contrast and background images can be selected.

services
> This option is not currently active.