



Quick Reference

Cisco 5xxG Basic Functions



Button Overview

Soft Buttons – These buttons change functions based on what you are doing on the phone, as noted on the LCD interface.

Line Buttons – Use these buttons to engage/disengage an extension.

Voice Mail – Access voice mail directly with this button.

Hold – Places caller on hold where they will hear music or a designated message.

Speaker Phone – Use this button to activate the speaker phone.

Arrow Buttons– Use these buttons for basic navigation, such as between menus.

Basic Use Instructions

Checking Voice Mail (red light will indicate a waiting message)

- Press 'Voice Mail' button
- Enter extension number and password as prompted (default password is '0000')
- Follow prompts (1 listen, 5 repeat, 7 delete, 8 forward, 9 save)
To configure voice mailbox initially, press 0 in the main menu after entering password then follow prompts

Transferring a Call

- Warm transfer
 - Once on a call, press 'xfer' soft button (this will temporarily put the caller on hold while you direct the call)
 - Type destination number or extension, or select number from directory by pressing 'dir' soft button
 - Once connected, inform new party of your intent to transfer
 - Press 'xfer' again to send call
- Blind transfer
 - Once on a call, press right 'arrow button'
 - Select 'bxfer' soft button
 - Type destination number or extension, or select number from directory by pressing 'dir' soft button
 - Press 'dial' soft button to send call
- Transferring to voice mail
 - Once on a call, press right 'arrow button'
 - Select 'bxfer' soft button
 - Press 0 followed by the extension of the voicemail you wish to reach
 - Press the 'dial' soft button

Call Conferencing

- Once on a call, press 'conf' soft button to bring in a third party (this will put original party on hold while you connect to third party)
- Type destination number or extension, or select number from directory by pressing 'dir' soft button
- Press 'dial' soft button or wait for phone to automatically dial
- Once connected to third party, press 'confLx' soft button again to bring original party into conversation

Setting Call Forward Number

- Press 'cfwd' soft button
- Enter number to which you want calls forwarded
- Press 'dial' soft button or simply wait for phone to accept number
- Hang up open extension
- To **remove call forward setting**, push '-cfwd' button from home screen