

Your Phone



Make a call

Enter a number and pick up the handset.

Answer a call

Pick up the handset or press the flashing amber line button.

Put a call on hold

1. Press **Hold**.
2. To resume a held call, press **Hold** again.

View your recent calls

1. Press the History (**clock**) button on the right-hand session button to view your recent and Missed calls

Transfer a call to another person

1. From a call that is not on hold, press **Transfer**.
2. Enter the other person's phone number.
3. Press **Transfer** again.

Add another person to a call

1. From a connected call that is not on hold, press **Conference**.
2. Press **Active calls** to select a held call.
3. Press **Conference** again.

Feature and Session Buttons

Use feature buttons (left side) to view calls on a line or access features such as Speed Dial. Use session buttons (right side) to perform tasks such as resuming a held call.


Buttons illuminate to indicate status:

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

Diagram labels

1. Incoming call or voice mail indicator
2. Feature and session buttons
3. Softkeys
4. Back, Navigation cluster, and Release
5. Hold, Transfer, and Conference
6. Headset, Speakerphone, and Mute
7. Applications (Settings)
8. Volume


Make a call with a headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset**. 


Make a call with the speakerphone

1. Enter a number using the keypad.
2. Press **Speakerphone**. 

Mute your audio

1. Press **Mute**. 
2. Press **Mute** again to turn mute off.

Listen to your voice messages

Press **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first. For instructions to reset your voicemail PIN, go to www.mcgill.ca/itsupport/cisco-pin

Forward all calls

1. Select a line and press **Forward all**.
2. Dial the number that you want to forward to.
3. To receive calls again, press **Forward off**.



Do not disturb (DND)

Use DND to silence your phone and ignore incoming call notifications when you need to avoid distractions.

When you turn on DND, your incoming calls are routed to Voicemail.

1. Press Do not disturb to turn on DND.
2. Press Do not disturb again to turn off DND.


Adjust the volume in a call

Press **Volume**   left or right to adjust the handset, headset, or speakerphone volume when the phone is in use.


Adjust the ringtone volume

Press **Volume**   left or right to adjust the ringtone volume when the phone is not in use.

Change the ringtone

1. Press **Applications**. 
2. Select **Settings > Ringtone**.
3. Select a line.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Set** and **Apply** to save a selection.

Adjust the screen brightness

1. Press **Applications**. 
2. Select **Settings > Brightness**.
3. Press the Navigation cluster left to decrease, or right to increase, the brightness.
4. Press **Save**.

Change the font size

1. Press **Applications**. 
2. Select **Settings > Font Size**.
3. Press the Navigation cluster left to decrease, or right to increase, the brightness.
4. Press **Save**.

Additional Resources

About: McGill's NEW Telephone System (Cisco and Webex)
<https://www.mcgill.ca/itsupport/telephone-evolution>

Cisco Self Care portal
 Reset your voicemail PIN and set up Single Number Reach:
<https://mcgill.ca/cisco-self-care>

Report a telephone issue
 Log into the IT Support site and go to:
<https://mcgill.ca/itsupport/telephone-issue>