



**CRITERION
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Taking Care of Communication

Cisco 504 IP Phone Quick User Guide



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Contents

Your phone's display and buttons



Feature	Description
1. Handset	Pick up to answer or make calls
2. Message Indicator	Waiting <ul style="list-style-type: none">- When lit:- Red - you have a new voice mail message.- Flashing red - you have an incoming call.
3. Screen	<ul style="list-style-type: none">- Typically, this will display the:- Date and time- Phone station name- Line extensions- Softkey options- Startup logo and screen saver.
4. Line keys	These indicate the status of the phone line: <ul style="list-style-type: none">- Green: Line is idle.- Red (steady): Line is active or in use.- Red (blinking): Line is on hold.- Amber: Line is unregistered (cannot be used).



	- Flashing Amber: The phone is not connected to the network.
5. Softkey buttons	Press to perform the action shown directly above it on the screen e.g. Redial.
6. Navigation button	Press up or down to scroll through menu items on the LCD screen.
7. Messages button	Press to access voicemail (once set up by the system administrator).
8. Hold button	Press to put a call on hold.
9. Set-up button	Reveals a menu from where you can configure features and preferences – e.g directories, call history, set up functions such as call forwarding and phone status information.
10. Mute button	Press to turn on or off. When the phone is on Mute, the button glows red. A flashing red mute button indicates the phone has no network connection.
11. Volume button	Press + to increase or – to lower the volume level of the handset, headset or speaker (when the phone is off-hook) or ringer (when the phone is on-hook).
12. Headset button	Press to turn on or off. When the headset is on, the button glows green.
13. Speaker button	Press to turn on or off. When the speaker is on, the button glows green.
14. Keypad	Press keys to dial phone numbers, enter letters, and choose menu items.

Making calls

There are three ways to make calls on the Cisco 504. You can:

- lift the handset or
- push the headset button or
- push the speaker button.

When you hear the dial tone, enter your number and push Dial to call.

Note: You don't need to dial 9 first to get an outside line.

Redial

To call a number you've called before, press the **Redial** soft key. Use your navigation button to scroll to the number you want to dial.

Speed Dials



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You should always set up and manage all speed dials through the Horizon Portal to make sure they're not deleted every time you run a system upgrade or firmware refresh. To set up speed dials, see your Horizon Portal guide.



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Taking calls

You can answer a call on the Cisco 504 in three ways:

- lift the handset or
- push the headset button with the handset still on the phone or
- push the speakerphone button with the handset still on-hook.

Taking more than one call

You can take up to three calls on your line, if you have Call Waiting activated – check with your system administrator. You'll know if there's a second incoming call by:

- the second line button flashing red or
- the over-display light flashing red or
- a single beep from the handset.

To switch to the second call – putting the first caller on hold:

- ◆ Press the flashing red line button.
- ◆ Press the button again to get back to the first caller.

Accessing voicemail

If you have voicemail, the red strip light above the display will light up. To get to your messages:

- key in your Company Voice Portal number
- then type in your **Voice Portal passcode followed by #.**



Main call handling features

Hold

Pushing the **Hold** softkey puts the caller on hold with music. To return to the original caller, press the flashing red line button for that call.

Unattended Call Transfer - to simply transfer a call

- ◆ Press **Transfer soft key + the extension**.

When the person answers, press the Transfer soft key again and hang up.

Attended Call Transfer - to ask the person first to accept the call

- ◆ Press Transfer soft key when a call is in progress. You'll hear a secondary dial tone.
- ◆ Dial the number to which you want to transfer the call.
- ◆ When the person answers, ask whether they want to take the call.
 - ~ If yes, press the **Transfer** soft key and hang up.
 - ~ If no, press the **Transfer** soft key to return to the original caller.

Other call handling services

To set up facilities like Call Pickup, Call Forward, Hunt Groups or Conferencing, ask your system administrator.