Cisco 504G/514G Cheat Sheet

Attended Transfers

1. While on the call, press the xfer button
2. Enter in the extension number or the outside number and press dial
3. Announce the call
4. Press the xfer button, or press the Cancel button to be reconnected to the original caller

Voicemail Transfers

1. While on the call, press the xfer button
2. Enter "*" + the extension number
3. Press the xfer button

Hold

1. While on a call, press the Hold button
2. Press the Resume key to continue
3. If multiple calls are on hold, then press the appropriate line key to retrieve the desired call

Primary Voicemail Retrieval

1. Press the Messages button (or dial *97)
2. Dial your password

Accessing Other Voicemail boxes

1. Dial *98
2. Dial the extension
3. Dial the password

Do Not Disturb

1. Press dnd (Do Not Disturb)

Conference Calling

1. While on a call, press the conf button
2. Dial the extension or external number and press dial.
3. When the second party answers, press the conf button again

Call Parking

1. While on the call, press the soft Park button. If you do not have a Park button press the Transfer button
2. Dial 4390
3. Press the Transfer button again
4. The system will read aloud the extension the call is parked on (4391 – 4399).

Call Forwarding

1. Enabling Call Forwarding
   a. Press the cfwd button
   b. Enter the phone number or extension to forward calls to and press dial
2. Disabling Call Forwarding
   a. Press the –cfwd button

Retrieve a Parked Call

1. Select the programmable button on the right that is red. Or dial the extension of the appropriate parked call (701 – 710).

Ring Volume

1. Press the "-" or "+" buttons located on the bottom-right portion of the phone

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