

Siemens C470IP VoIP Phone

Quick User Guide



Basic Phone Features
Customizing Your Phone

BASIC PHONE FEATURES

PLACING A CALL

Using the Handset:

Dial the number on the handset then press the green dial/answer button

Using the Speakerphone:

Dial the number on the handset then press the speakerphone button, located above the green dial/answer button

During a call, you can alternate between handset or speakerphone modes by pressing the speakerphone button located above the green dial/answer button

ANSWERING A CALL

Using the Handset:

Press the green dial/answer button

Using the Speakerphone:

Press the speakerphone button located above the green dial/answer button.

Incoming calls may be ignored by pressing the red end call button

ENDING A CALL

Press the red end call button on the right of the phone, regardless of whether you are on handset or speakerphone.

MICROPHONE MUTE

Press the Mute soft key, the screen will display "Microphone is off". To turn mute off, press the On soft key.

CALL HOLD AND RESUME

A person can be placed on hold by pressing the Options soft key, then selecting External Call.

To retrieve the call, press the back soft key.

LOCAL CONFERENCE CALLS*

To create a three-way local conference call:

1. Call the first party.
 2. Press the **Options** soft key
 3. Select **External call**
 4. Dial the number you wish to conference and press **Send**
- When the second part answers:
5. Press the **Options** soft key
 6. Select **Conference**

*When a conference has been established, pressing the **Options** soft key then **End Conference** will split the conference back into 2 calls. You can switch between these two calls by pressing up and down on the D-pad in the middle of the phone.*

Ending the call on the conference originator's phone will allow the other parties to continue the talking.

CALL TRANSFER

1. During a call, press the **Options** soft key and select External Call (this will place the original call on hold)
2. Dial the number you wish to transfer to and press Send. This will call the second party and allow you to speak to them first.
3. After speaking with the second party, press the **Options** then select **Call Transfer**.

You can switch between the two calls by pressing up and down on the D-pad

*The transfer may be cancelled during establishment by pressing the **Options** soft key then selecting **End Active Call**.*

CALL FORWARDING

To enable call forwarding:

1. Select **Menu** (Right on the D-pad), then select **Sel. Services, VoIP, Call Diversion**, and select the number
2. Select a **Forwarding Type** from **When Busy, No Answer**, and **All Calls**
3. Scroll down to select **Number** and press **Edit**. Enter the number and select **Save**
4. Scroll down to select **Status** and change it to **On** with the D-pad (left or right).
5. Select **Save**

To disable call forwarding:

1. Select **Menu** (Right on the D-pad), then select **Sel. Services, VoIP, Call Diversion**, and select the number. A tick next to the number will confirm call forward is active.
2. Scroll down to select **Status**
3. Change the status to **Off** with the D-pad (left or right)
4. Press the **Save** soft key.

Call forwarding is not available on shared lines.

REDIAL

Press the green dial/answer button.

Press up and down on the D-pad to select a number

Press the green dial/answer button to dial that number.

DO NOT DISTURB

This must be set through Voicemail (99). Please refer to Getting Started Guide in this pack.

If Do Not Disturb is configured on the call server, then particulars may vary.

CALL LISTS

Press the message button (above the red end call button) then select Call List.

From this screen you can view missed calls.

To review dialled calls, press the green dial/answer button and scroll through the list.

Select the **Options** soft key for features such as **Save to Directory** in the phone. Missed calls cannot be saved to directory.

VOICE MAIL*

To listen to voicemails dial 99. Unfortunately the C470IP does not have a message waiting indicator light, it will only display missed calls.

Voicemails on request can be sent to an email address, removing the need to rely on a message waiting light.

*Voice mail is an optional feature that must be configured on the call server. Particulars and menu options may vary.

SPEED DIALING

To assign a speed dial index, see **CONTACT DIRECTORY** below.

To dial a contact associated with a speed dial index:

Press and hold the speed dial number

CUSTOMIZING YOUR PHONE

CONTACT DIRECTORY

To add a contact in your local phone directory:

1. Press the **Directory** button (down on the D-pad).
2. Press **OK** with <New Entry> Selected.
3. Enter the number, then press down on the D-pad.
4. Enter the name then press down on the D-pad.
5. Select a Speed dial if desired.
6. Press the **Save** soft key.

*Contacts can be easily added from Call Lists. For more information, see **CALL LISTS** section above.*

To edit a contact:

1. Press the **Directory** button (down on the D-pad).
2. Select the contact to be edited.
3. Press the **Options** soft key and select **Edit Entry**.
4. Make the changes required
5. Press the **Save** soft key.

VOLUME ADJUSTMENT

Press the **Audio Settings** button (up on the D-pad)

To adjust the handset volumes

1. Select Handset Volume
2. Select the volume to adjust then press left and right on the D-pad to adjust

To adjust the ring volume

1. Select **Ringer Settings**
2. Select **All** (C470 cannot differentiate between internal and external calls)
3. Press left and right on the D-pad to adjust the volume
4. Press the **Save** soft key to save changes made

To mute all sounds

Press and hold the * (star) button, All Ringer Tones off will display.

To turn tones back on, press and hold * again, All Ringer Tones on will display.

RING TYPE

You can select different rings to match your preferences and distinguish between calls on lines.

1. Press the **Audio Settings** button (up on the D-pad)
2. Select **Ringer Settings**
3. Select the ring type you wish to change
4. Scroll down on the D-pad
5. Use left and right on the D-pad to select the desired melody
6. Press the **Save** soft key

INTERCOM

To call other handsets that are on the same base station as your handset

1. Press the **INT** soft key.
2. Select the handset to dial then press the green dial/answer button.

To transfer calls between handsets on the same base station

While on a call:

1. Press the **INT** button (left on the D-pad)
2. Select the handset and press the green dial/answer button
3. Once the other party answers, press the **Conf.** Soft key, this will create a conference call between the 3 parties.
4. You can now hang up, this will leave the other two parties on a call together.