Cisco
IP Video Phone
E20

Quick Reference Guide

Privacy shutter

Softbuttons
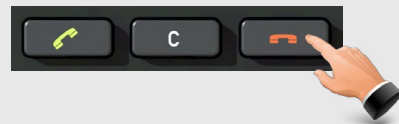
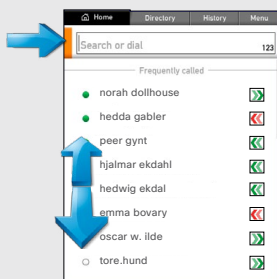## RECEIVING CALLS—YES/NO?
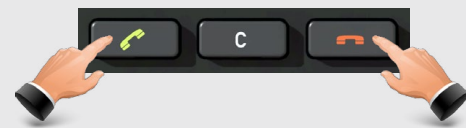
TERMINATING ONGOING CALLS
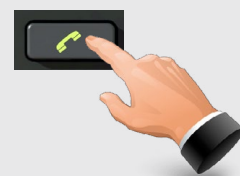

PLACING A CALL BY DIALING THE NUMBER OR URI

1 Use the numeric keypad to key in the number or the URI.

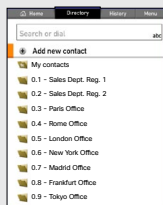You may also use the **Arrow** buttons to navigate in the list of **Recent calls.**

Search or dial

Frequently called
- norah dollhouse
- hedda gabler
- peer gynt
- hjalmar ekdahl
- hedwig ekdal
- emma bovary
- oscar w. ilde
- tore.hund

Tap **#** repeatedly change between **abc** and **123**.

2 Press the **Call** button to place the call.

USING THE DIRECTORY

1 Press 📖 to show the **Directory** tab or use the buttons to navigate to the **Directory** tab.

Add new contact
My contacts
0.1 – Sales Dept. Reg. 1
0.2 – Sales Dept. Reg. 2
0.3 – Paris Office
0.4 – Rome Office
0.5 – London Office
0.6 – New York Office
0.7 – Madrid Office
0.8 – Frankfurt Office
0.9 – Tokyo Office

2 Use the buttons to navigate in the list.

Use √ to open a folder. Folders may have subfolders, so you may have to repeat this.

3 Once you have located whom to call, press the **Call** button to place the call.

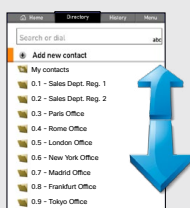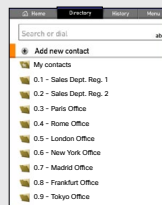## SEARCHING THE DIRECTORY

1 Press 📖 to show the **Directory** tab or use the buttons to navigate to the **Directory** tab.

Add new contact
My contacts
0.1 – Sales Dept. Reg. 1
0.2 – Sales Dept. Reg. 2
0.3 – Paris Office
0.4 – Rome Office
0.5 – London Office
0.6 – New York Office
0.7 – Madrid Office
0.8 – Frankfurt Office
0.9 – Tokyo Office

2 To search for an entry in the directory, just type in letters (digits) as with a mobile phone. Matches will appear as you write.

Phone book
norah dollhouse
hedda gabler
peer d. gynt
hjalmar ekdahl
hedwig ekdal
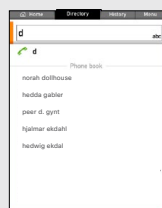
Note! The search will take place within the current folder and within any subfolders existing, but not within folders higher up than your current location.
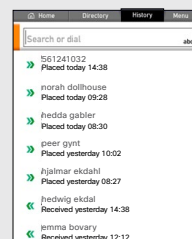
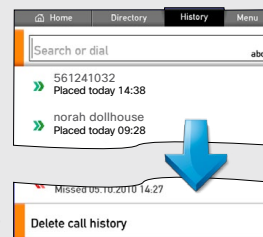**3** Once you have located whom to call, press the **Call** button to place the call.

CALL HISTORY

History is a list of placed, missed and received calls since the last time you cleared the list.

Search or dial
- 561241032 Placed today 14:38
- norah dollhouse Placed today 09:28
- hedda gabler Placed today 08:30
- peer gynt Placed yesterday 10:02
- hjalmar ekdahl Placed yesterday 08:27
- hedwig ekdal Received yesterday 14:38
- jemma bovary Received yesterday 12:12

» Calls placed by you
« Calls received
« Calls missed

Use the lists as you would use the **Directory**. Once you have located someone in the **History** you may call that person, edit the information (for example add a prefix) and then call, add the entry to My contacts, or remove it from the list.

ERASING HISTORY

Search or dial
- 561241032 Placed today 14:38
- norah dollhouse Placed today 09:28
- Missed 05.10.2010 14:27
- Delete call history

To erase the entire list navigate down to the very end of the list to **Delete call history** and press the √ button.

ADDING A CONTACT

My contacts is your personal directory. You may add new contacts any time. Entries in other folders, such as the corporate directory must be made by your system administrator.

Adding a contact manually:

1. Navigate to the **Directory** tab.
2. Navigate to **Add new contact** and press the √ button.
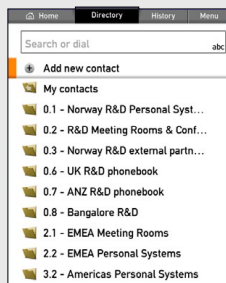
3. This will produce the following menu:

4. Enter the name and the number or URI of the new contact. If you want the entry to also appear on the Favorites short list, make sure **Favorite** is set to **Yes**.
5. Navigate down to **Save** and press √ to save the the new contact, or navigate to **Cancel** and press √ to leave the menu without saving the new contact.

   Save will appear ghosted until there is something to save.

REMOVING A CONTACT

You may remove entries from the **My contacts** list. These will then be removed permanently.

1. Use the ⊚ buttons to navigate to the **Directory** tab and then down to **My contacts**. Press √.

2. Locate the entry to be permanently deleted and press the **C** button. The following dialog will appear:

3. Select **OK** and press √ to exit the menu putting changes into effect or Cancel to exit menu undoing any changes.

ABOUT FAVORITES

It may happen that the list of My contacts grows large on your system.

You may therefore promote those entries you call the most to a shortlist.called **Favorites**.

The Favorites list should be regarded as a subset of My contacts—you cannot be someone's favorite without being a member of that person's My contacts already.

ADDING A FAVORITE

You may add entries to **Favorites** from **My contacts**, the **History**, the **Corporate directory** or the **Home** menu.

⚠️ Entries copied from the corporate directory will not be updated if the corporate directory itself is updated after you did your copy. You will then have to do this update manually.

Do as follows:

1. Locate the entry and press √. This will produce a dialog box:
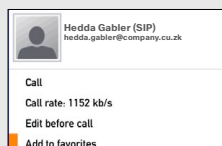
2. Navigate down to **Add to favorites** to add this entry. The entry will automatically become member of **My contacts,** since it now is among the favorites.

3. If you want this entry to be just a common member of My contacts and not among the favorites, you may remove the entry from the **Favorite** list (while still retaining it in My contacts)—see details on this below.

REMOVING A FAVORITE

To remove a member of **My contacts** from the list of **Favorites**, do as follows:

Navigate to Directory and then down to My contacts. Locate the entry to be removed from **Favorite**. Press the √ button.
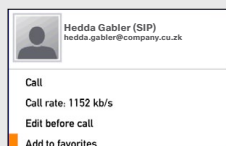
Navigate down to **Remove from favorites** and press √.

Use 🏠 to exit the menu.

More details on the use of E20 can be found in the Administrator Guide available separately for download.

VIDEO CONFERENCING

Case 1: Assume that you already are in a call and that you would like to expand the call to include someone else.

1. Press **Add participant**, select whom to call and press 📞 . This will put the current call on **Hold**. When the new participant replies, select **Join Calls**.
2. Repeat, if needed, to include more participants.
3. Press 📞 to terminate the call.

Case 2: Someone calls you while you are in a call.

1. A dialog box giving you three options will be shown. The options are:
   · Accept (put current call on hold)
   · Accept (disconnect current call)
   · Reject
2. Select **Accept** (put current call on hold).
3. When you are ready to create the conference, select **Join Calls**.

If you want to accept the incoming call instead of the current call, select **Accept** (disconnect current call).

If you do not want to respond to the incoming call, select **Reject**.

The above decribes the use of the optional MultiWay™ feature, which may, or may not, be available for your system.

SWITCHING BETWEEN 2 CALLS

1. While in a call, press the softkey **Hold**. The softbuttons will now change to show you two options:
   · **Resume** to go back to the call you were in.
   · **New call** to let you call someone else, while at the same time keeping the first party on hold.

2. By using the softbutton that will toggle between **Hold** and **Resume** you may switch between talking to either party.

TRANSFERRING CALLS

When you are in a call, you may transfer the other party to someone else, to let them communicate without your participation.

Blind transfer:

1. In a call, press softbutton **Transfer**.
2. Key in the number or URI to which the other party shall be transferred, or use the **Directory** or **History**. Place the call.
3. The other party will now be connected to the one you just called and you will be disconnected.

Consultative transfer:

1. In a call, press the softbutton **Hold** followed by **New call**.
2. Place a new call in the usual way.
3. When you are ready, press **Transfer**. This will produce a menu allowing you to transfer to the one on hold or to someone else.