

TELEPHONE QUICK CARD USAGE GUIDE

Answering Calls:

To answer a phone call ...

1. Pick up the handset, or if using the headset press the **Answer** softkey or press the **Speaker** button to talk.

If several calls are incoming:

1. Use the **Navigation** button (up and down arrows) to select the call to be answered. Then....
2. Press the **Answer** softkey.

Making an external call:

1. Access dial tone.
2. Dial 9 and number for local
For LD dial 8 + 1 + Code

Making an internal call:

1. Access dial tone.
2. Dial the 4 digit extension



Using the Corporate Directory

- 1) Press the **Directories** button Use the **Navigation Up/Down Arrow** key to select **Corporate Directory**, then press the **Select** soft key.
- 2) Use **Navigation** button to select First Name, Last Name or Number you'd like to search.
- 3) Use the **keypad** to enter the name or number you want to search for (using "cell-phone" like numbers for spelling, for example to get the letter "C" press the "2" button three times).
- 4) Use the **Navigation Up/Down Arrow** button as needed to select the desired listing.
- 5) Press the **Dial** soft key.

Placing Calls on Hold:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **Hold** soft key to put the call on hold.
3. To pick the call up press the **Resume** soft key.

If several calls are incoming or on hold:

1. Use the **Navigation** button (up and down arrows) to select the call to be answered. Then....
2. Press the **Answer** or **Resume** soft key.

Transferring Calls:

To transfer a phone call ...

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **Transfer** button, this puts the caller on hold and opens up a new line (dial tone).
3. Dial the correct extension number. Press the **Transfer** button again to transfer without talking or when the person at the other end picks up the line, announce the caller's name and press the **Transfer** button again.

If the person or extension the caller asked for does not answer the call:

- A. Press the **End Call** soft key when the second call is highlighted to cancel the transfer.
- B. Press the **Resume** soft key to resume the original call and inform the caller the party they are calling for is not answering. Give them the option to call back or leave a message on voice mail.

Transferring a Call Directly to Voice Mail:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **Transfer** button, this puts the caller on hold and opens up a new line (dial tone).
3. Dial the pound key # plus the 4-digit extension
4. Press the **Transfer** button a second time.

Placing a Conference Call:

To arrange a conference call:

1. Answer the call by following the steps under **Answering a Call**.
2. Press the **More** soft key for more softkeys.
3. Press the **Conf** soft key. Be sure to do this quickly, if the pause is longer than three seconds, the sub-menu view returns to the main menu.
4. Enter the telephone number of the person participating in the conference.
5. Press the conference button again. Repeat as needed.

Ending a Conference Call:

1. Each caller can end the call by hanging up their handset or disconnecting their headset or speaker or....
2. The conference organizer can end the calls by:
 - A. Press the **Conf Lst** soft key.
 - B. Highlight an entry.
 - C. Press the **remove** soft key.

Other Features:

Park a Call — With caller connected press the "more" softkey and then press the "park" softkey. The caller will be parked. Note the number displayed at bottom of status window. It is the park number and you will need to remember it to retrieve the caller from any Cisco phone.

Mute button — pressing this button will silence all sound coming from your office including your voice. It glows red when activated.


VOICE MAIL QUICK REFERENCE GUIDE

Voice Mail Light



First time Setup of your Voice Mail:

To Login the first time:

Press the [MESSAGES] button. 

Enter the default password, '13579' and press the pound [#] key.

The voice tutorial will walk you through the setup your Mailbox:

Record Your Name:

Record your first and last name for the company directory.

After the beep, speak your name.

Press [#] to accept it.

Press [1] to rerecord it.

Create Personal Greeting:

Follow the prompts to create your personal greeting.

Press [1] to enter the greeting.

Press [#] twice.

Create New Password/PIN:

Follow the prompts to enter a new password/PIN.

Enter your password/PIN and press [#].

Enter your password/PIN again (exactly as the first time) and press [#].

Directory Assistance Listing:

Follow the prompts to be listed in Directory Assistance.

Attendant voice should say you are listed in directory.

Press [#] to continue.

Final step for Mailbox setup:

Attendant voice says "...you have finished enrollment".

Accessing Voice Mail

From your phone:

Press the MESSAGES button and enter your PIN and # sign.

Internally from another phone:

Call your phone extension. When your voicemail starts press the * key. You will be asked to enter your PIN and # sign

Externally:

Dial 210- 784-5999. Press* when the greeting starts. You will be asked to enter your ID (extension) and PIN. Voice prompts will assist you with the rest. **NOTE: When you are asked for your PIN, this means "password"**

To Retrieve New Messages:

1. Press [1].
2. Retrieve Saved Messages.
3. Press [3] and then [1].
4. Back Up a Step press the Star * key.

Options While Listening to a Message:

Skip: Press [#]. Message is not deleted.

Repeat: Press [1].

Delete: Press [3].

Slower: Press [4] to play slow down the message.

Faster: Press [6] to play to speed up the message.

Reverse: Press [7] to reverse in two-second increments.

Pause: Press [8] to pause.

Press [8] to resume playing.

Forward: Press [9] to fast-forward in two-second increments.

Options After Listening to a Message:


Save: After playing the message, press [2].

Delete: Press [3].

Forward: After listening to the message, press [5].
Follow the prompts to enter a name.

Options to Personalize your Voicemail:

To Change Personal Greeting:

Press [MESSAGES] button 

Enter your password and press [#].

Press [4] for all setup options.


Press [1] for all greeting options.

Press [1] to change greeting or Press 2, 3, or 4 for other options.

After the current greeting is played, press [1] to re-record your greeting.

Press [#] to save.

To Change Password:

Press [MESSAGES] button 

Enter your password and press [#].

Press [4] for setup options.

Press [3] for Personal Settings.

Press [1] for Password.

Enter your password and press [#].

Enter your password again and press [#].