

## Voice Mail Functions

### To access VM from your Cisco IP Phone:

- Press your Line button, then the Messages Button.
  - o First Time Enrollment
  - o Record Name
  - o Change Password
  - o Record Greeting

### To access VM from another Cisco IP Phone:

- Press **Messages** button, \* button.
- Enter your ID, which is your extension number.
- Enter your password.

### To access VM remotely:

- Dial main number or VM number.
- During greeting press \* button.
- Enter your ID which is your extension number.
- Enter your password.

### During Message Menu:

#### WHEN listening to a message

- Press 1 to restart message.
- Press 2 to Save.
- Press 3 to Delete.
- Press 4 Slow Playback.
- Press 5 Change Volume.
- Press 6 Fast Playback.
- Press 7 Rewind Message.
- Press 8 Pause/Resume.
- Press 9 Fast-Forward.
- Press # Fast-Forward to End.
- Press ## Save as is.

#### After Message Menu

#### AFTER listening to a Message

- Press 1 to replay message.
- Press 2 to Save.
- Press 3 to Delete.
- Press 4 to Reply.
- Press 5 to Forward the message.
- Press 6 to Save as New.
- Press 7 to Rewind.

#### GREETING CHANGES

#### While in your menu, **SETUP OPTIONS** Press 4

- Press 1 for Greetings.
- Press 1 to Change Greetings.

#### PASSWORD CHANGES

#### While in your menu, **SETUP OPTIONS** Press 4

- Press 3 for Personal Settings.
- Press 1 To change Password.

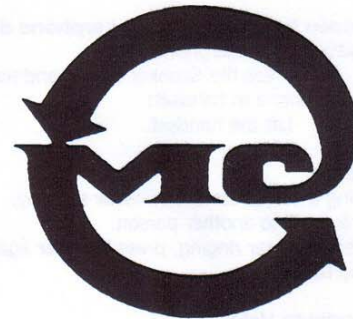
#### Shortcuts

#### WHILE listening to the Main menu, press:

Keys Task

- 41 Change greetings
- 412 Turn on/off alternate greeting
- 421 Change message notification
- 431 Change phone password
- 432 Change recorded name

# Mount Clemens Community Schools



## Cisco IP Telephone Quick Reference Guide



## Basic Phone Usage / Features

### Place a call:

- Lift the handset and dial the number.
- Press the Speaker button and dial the number.

### Answer a call:

- Lift the handset.
- Press the Speaker button.

### End a call:

- Hang up the handset.
- Press the Speaker button.

### Place a call on hold:

- While on a call, press the **Hold** soft key.
- To return to the call, press the **Resume** soft key.

### Redial the most recently dialed number:

- Lift the handset and press the **Redial** soft key.
- OR press the **Redial** soft key to activate the speakerphone.

### Change between handset and speakerphone during a call:

- Handset to speakerphone:
  - Press the Speaker button and hang up the handset.
- Speakerphone to handset:
  - Lift the handset.

### Transfer a call

- During a call, press the **Transfer** soft key.
- Place a call to another person.
- When you hear ringing, press **Transfer** again.
- Hang up.

### Transfer directly to Voice Mail

- During a call, press the **Transfer** soft key.
- Press \*, the extension, and press **Transfer** again.
- Hang up.

## Forward All Calls

### To forward all calls to another extension:

- Press the **CfwdAll** soft key.
- Enter the number to which you want to forward all your calls. (A flashing right arrow will appear next to your phone.)

### To cancel forward all calls:

- Press the **CfwdAll** soft key. (The flashing arrow will no longer display next to your phone number on the LCD.)

## Phone Controls

### To mute a call:

- Press the Mute button.
- To turn off mute, press Mute again (or lift the handset).

### To change the volume:

- Press the up or down volume key to increase or decrease the volume of your handset, headset or speakerphone.
- To save the volume setting, press the **Save** soft key.

### To change the ring sound:

- Press the settings button.
- Press 2 to select Ring Type.
- Press the **Select** soft key to display the list of ring types.
- Use the scroll key to select a ring type.
- Press the **Play** soft key to hear a sample of the selected ring type.
- Press **Select** and then press the **OK** soft key to save your selection.
- Press the **Save** to exit the Settings menu.

### To change the contrast of the display:

- Press the settings button.
- Press the **Select** soft key to select the Contrast option on the Settings menu.
- Press the **up** or **down** soft key to set the desired intensity of the display.
- Press the **OK** soft key to save your setting.
- Press the **Exit** soft key.

## Call History Features

### To view missed calls:

- Press the directories button.
- Use the scroll keys to select the Missed Calls option on the Directory menu.
- Press the **Select** soft key to display the missed calls list.
- When you are finished, press the **Exit** soft key twice to exit the Directory menu.

### To speed dial a missed call, received call, or placed call:

- Press the directories button.
- Use the scroll keys to select the desired call history option on the Directory menu.
- Use the scroll key to select the number you want to speed dial.
- Press the **Dial** soft key to speed dial the selected number.

## Conference Calls

### To place a conference call:

- During a call, press the **More** soft key and then the **Confm** soft key. This will automatically select a new line and place the other party on hold.
- Place a call to another person.
- When the call connects, press **Confm** again to add this person to the conference call.
- If you are using the CallManager version of the phone, you can repeat the first three steps to add other callers.

### Conference Call Options:

- To place a conference call on hold, press the **Hold** soft key. The other parties can talk among themselves but they cannot hear you.
- To place a conference call on speaker-phone, press the speaker button. Press the Mute button to turn off the microphone. The conference parties cannot hear you but you can hear them.

### Parking a Call:

- During an active call, press the **More** soft key until you see the **Park** tab.
- Press **Park**. The display shows the number to which the call is parked.
- To retrieve the parked call from any phone, dial the Call Park number that was displayed previously.

## Corporate Directory

### Search the Phone Directory by Name

- Press the directories button.
- Press the Corporate Directories Button
- Spell the First and Last Name
- Press Search

Turn over for Voice Mail 