

HOW TO USE YOUR CISCO PHONE



Voice Messages Waiting Indicators

- A message waiting indicator light remains lit on the handset.
- A flashing envelope icon displays next to the appropriate phone extension.
- A Voice Message email is sent to your Outlook Inbox.
 - It will say **Voice Message...** in the subject line.

Access Voice Messages via Outlook

- Open the email, turn the speakers on, and double click on the message attachment. The phone number of the calling party appears on the subject line.

Access Voice Messages From Off Campus

- Dial (209)575-7950 (MJC); (209)588-5100 (CC)
- Press *
- You will be asked to enter your ID followed by #. Your ID is your extension.
- Next you will be prompted to enter your password followed by #.

Deleting Voice Messages

- Voice messages may be deleted via the phone or Outlook. When deleting from Outlook, also delete the message from the delete folder to avoid filling your Outlook Inbox.

Skip Voicemail Greeting

- If you do not wish to listen to the greeting of the party you are calling, press #. Your call will go directly to voicemail.

Transfer a Call

- Press the Transfer soft key. You may either announce the call or hang up.
- Transfer directly to voice mail; press Transfer, press *, enter extension then hang up.
- To cancel a transfer, press the End Call soft key; press the Resume soft key to get caller back.

Call Directly to Voice Mail

- Press * and the extension.

Call Forward All

- Press the more soft key and then the CFwdAll soft key.
- Dial the target number you want to forward all calls going to your primary line. A call forward icon appears in the top right corner of the display. The status line shows forwarded line and number.
- To cancel Call Forward All, press CFwdAll again. One tone is played; Call Forward All is canceled.

Conference Calls

- During an active call, press the more soft key then press Confrn. The first caller is placed on hold.
- Dial the number to the other party you want to conference.
- After the second caller connects, press Confrn again to connect all three parties. The system is currently set for a maximum of four on a conference call.

Answering Second Incoming Call

- During an active call, second line shows incoming call; press the answer softkey. The first caller is placed on hold. Second line is now active.
- Go back to the first call: Press hold softkey while on second line, press 1 key or navigate to line one, press answer softkey.

Join Two Calls

- With two calls on phone: On active call press the more softkey twice to press Join softkey.
- Navigate to other line press the more softkey to press the Join softkey. Now you and 2 other lines are in a conference call.
- You can hang up to leave the conference, both callers will remain connected.

Change Default Ring

- Press the settings button; select User Preferences; select Rings; select Default Ring.
- To listen to the rings, scroll through the list, highlight a ring, and press Play.
- To choose a ring, highlight it and press Select.
- Press Save to use this ring for this line or Cancel to revert to previously saved ring.

Call Logs and Directories

- To access a log of missed, received, or placed calls:
 - Press the **directories** button and select **Missed Calls**, **Received Calls** or **Placed Calls** to display the stored calls.
 - To clear the missed, received, or placed calls, select the desired directory and press the **Clear** soft key.
 - Each log can hold up to 100 entries.
- To access the Staff Directory:
 - Press the **directories** button and scroll down to **Corporate Directory**, press the **Select** soft key.
 - To search by name enter complete or partial first or last name or both.
 - To search by number enter 575 (for Modesto) or 588 (for Columbia) and the extension.

Tutorial: <http://www.cisco.com/comm/applications/CCNP/qIm/7961/index.htm>

