Voicemail Functions

First Time Enrollment:
- Press the **Messages** button on your phone.
- Enter your default password: **274866**
- Follow the prompts, you will:
    - Record your name.
    - Record a personal greeting.
    - Change your password.

Check Messages *from your phone*:
- Press the **Messages** button.
- Enter your password.

Check Messages *from another phone on your company's network*:
- Press the **Messages** button.
- Press the * (asterisk) button.
- Enter your ID (extension).
- Enter your password.

Check Messages *remotely*:
- Dial your direct line phone number.
- Press * when you hear the recording.
- Enter your ID (extension).
- Enter your password.

User Reference Guide

7941/61

For more detailed information, including interactive user guides, go to:
www.albion.edu/facops/callmanager.asp

Contact the Help Desk for any questions or concerns
Extension 0479 or helpdesk@albion.edu

Placing Calls:
- To make a local call, dial 9 + number
- To make a long distance call, dial 9 + number (The system will prompt you for your Long Distance Pin code as needed)

Softkeys:
- These are the four keys located directly below the LCD screen.
- These keys will change depending on the status of your line (idle, off-hook, connected, etc.)
- Watch these softkeys for options as you utilize different features on your phone.

To Place, Answer and End Calls:
- Pick up or hang up the handset.
                    -OR-
- Activate the headset or speaker phone.
                    -OR-
- Use softkeys: **Redial**, **New Call**, **Dial**, **Answer** or **End-Call**, where appropriate.

Using Call Hold:
- While on a call, press the **Hold** softkey.
- To return to the call, press the **Resume** softkey.

Switch from a connected call to answer a ringing call (Call Waiting):
- Press the **Answer** softkey.
- Doing so answers the new call and automatically places the first call on hold.
- To switch between calls on one line, use the scroll key to select the desired call and press the **Resume** softkey.

Transferring Calls:
- Press the **Transfer** softkey. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension to which you want to transfer your caller. Your phone will now connect to this phone.
- Press the **Transfer** softkey again. You are now disconnecting yourself from the call and connecting the caller.
- Hanging up without pressing Transfer the second time places the call on hold. Use the **Resume** soft-key to get the caller back.
- You cannot use Transfer to redirect a call on hold. Press Resume to remove the call from hold before transferring.

Types of Transfers**:**
- *Blind*
  - Press Transfer, dial number, hang up.
- *Announced*
  - Press Transfer, dial number, wait on the line, announce call, press Transfer, hang up.
- *Direct to voicemail*
  - Press Transfer, 7, #, Ext number, transfer

Forwarding Calls:
- Press the **CFwdAll** softkey. You will hear two beeps.
- Dial the number to which you would like to forward the calls.
- To cancel, press the **CFwdAll** softkey once.

Do Not Disturb:
- Press the **CFwdAll** softkey. You will hear two beeps.
- Press the **Messages** button.
- To cancel, press the **CFwdAll** softkey again.

Conference Calls:
- During a call press the **More** softkey, followed by the **Confrn** softkey. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension or phone number that you would like to add to the conference.
- When you have your new caller on the line, press the **Confrn** softkey again.
- Repeat to add additional callers.

Call Park:
- During a call press the **More** softkey, followed by the **Park** softkey.
- Your phone will automatically select a park number. **Note the call park number displayed on your phone screen.**
- To retrieve that call, dial the park number on any Cisco phone to connect.
- You have a limited amount of time to retrieve a parked call before it reverts back to the extension from which it was parked.

Features Menu/ User Options:
- Press the Settings button and select "User Preferences"
  - Ring type
    - **Play**, **Select**, and **Save** your ring-type.
  - Contrast
    - Use the **Up** and **Down** softkey options to change the contrast on your screen.
- Press the Directories button
  - Missed Calls
  - Received Calls
  - Placed Calls
  - Intercom History
  - Personal Directory
    - User name and Pin Code required

  - Corporate Directory
    - Search for extensions or people by first name, last name, or extension.

Over for Voicemail Instructions →