CISCO PHONE GUIDE

Initial Voicemail Setup

1. Press the 'Messages' button (labeled with a cassette tape icon)
2. When prompted for a password, dial '235689#'

   (If you are not prompted for a password, please contact the Helpdesk)

3. Follow recorded instructions

Placing a Call

Internal – pick up handset and dial the 5 digit extension of the person/department you would like to contact (ex 59966)

External – pick up handset and dial '9', followed by the number (ex 1-617-735-9966 would be dialed 916177359966)

Using the Phone Directory

1. Press the 'Directories' button (labeled with a book icon)
2. Use the arrow keys to move down to 'Corporate Directory' and press the 'Select' soft key
3. Using the number keys, enter the first few letters of the person you are trying to call, then press 'Select' (ex. To enter Tim, press 8, 444, 6)
4. Scroll down to the correct person using the arrow keys and press the 'Dial' soft key

Viewing your Missed, Received, or Placed Calls

1. Press the down arrow on the phone and use the arrow keys to find the desired call

Missed Call   Received Call   Placed Call

Forwarding all Calls

1. Press "Forward all" soft key on your phone
2. Dial the number the system should forward calls to (ex. Internal: 59966 or External: 9-617-735-9966)
3. Once the Call Forwarding is enabled, it will be noted at the bottoms of your extension's display
4. To disable the Call Forwarding, press "Forward off"

Transferring a Call

To start a call transfer, you must be on the phone with the caller. To initiate the transfer, press the 'Transfer' soft key. Once you hear a dial tone, dial the number the system should transfer the call to. Complete the transfer by pressing the 'Transfer' key again.

Placing a Conference Call

1. To start the process, be sure to have the phone number for each member of the conference (can combine up to 5 calls to form a call)
2. Start by calling the first member as a normal phone call
3. Press the 'More' key (represented by two dots) to get to the second page of options on the phone
4. Press the "Conference" button which will place the original call on hold and pick up the new line
5. Call the second member of the conference and combine the two calls when ready by pressing the "Conference" button again
6. Repeat steps 3-5 to add additional members to the conference

Managing Multiple Calls

1. To answer an incoming call while already connected to a call, press the 'Answer' soft key. This will put the original call on hold and pick up the new call
2. The new call can be put on hold by pressing the 'Hold' soft key
3. With two calls on hold, select the call to continue by using the Up and Down arrow keys at the center of the phone
4. Once he call is highlighted select the desired call by pressing 'Resume' soft key

Adding Speed Dial Buttons

Depending on device type, 1-7 speed dial buttons can be added based on the number of unused buttons to the right of the phone display. To have a speed dial added, please contact the Helpdesk at helpdesk@emmanuel.edu with the name of the speed dial and the phone number. Speed dials can be used for both internal and external numbers.

How to Log into your Voicemail Box

On-campus

1. Press the 'Messages' button (labeled with a cassette tape icon) and enter PIN

Off-campus

1. Dial 617-735-9880
2. Enter your 5 digit extension
3. Enter your password
4. Follow on-screen instructions for saving, deleting, and forwarding messages

How to Rerecord a Greeting or Enable/Disable an Alternate Greeting

To rerecord a greeting or use an alternate greeting, log into the voicemail box and follow the on-screen instructions under Options.