

## Voice Mail Functions

### **First Time Enrollment:**

- Press the **Messages** button on your phone.
- Enter your default password 1234
- Follow the prompts, you will:
  - Record your name
  - Record a personal greeting
  - Change your password
- Wait for confirmation before hanging up

### **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 VM number or backdoor number
- Press \* when you hear the recording
- Enter your ID (extension)
- Enter your password.

## Voice Mail Options and Shortcuts

### ***While listening to the Main menu, press. . .***

- 1 to hear new messages
- 3 to review old messages (31-saved, 32-deleted)
- 4 to change set-up options
- 411 to change your Standard Greeting
- 412 to turn on/off Alternate Greeting
- 431 to change your password
- 432 to change your recorded name

### ***During message playback, press...***

- 1 to restart message
- 2 to save message
- 3 to delete message
- 4 for slow playback
- 6 for fast playback
- 7 to rewind 5 seconds
- 8 to pause/resume
- 9 to fast-forward 5 seconds
- # to skip to next message

### ***After Message Playback, press...***

- 1 to restart message
- 2 to save message
- 3 to delete message
- 4 to reply
- 5 to forward to another user (## + ext)
- 7 to rewind 5 seconds

### ***Anytime...***

- 0 for Help
- \* Cancel, Exit, or Back-up
- # Skip, Confirm, Accept, Start-Stop



# User Reference Guide



## Cisco 7945/7965 IP Telephones


Tippecanoe School Corporation



### Soft-Keys:

- 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.)
- Press the Display button (fifth key on right) to awaken color screen from sleep mode.

### Navigation Keys:

- Press Up/Down and Left/Right arrows to highlight desired row and column.
- Press center  to **Select** the highlighted item.

### To Place, Answer and End Calls:

- Pick up/Hang up the handset.  
-OR-
- Activate/Deactivate the headset or speaker phone.  
-OR-
- Use soft-keys: **Redial, New Call, Dial, Answer** or **EndCall**, 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** soft-key.
- Doing so answers the new call and automatically places the first call on hold.
- To switch between calls on the same line, use the scroll key to select the desired call and press the **Resume** softkey

### Transferring Calls:

1. Press the **Transfer** soft-key. Your phone will automatically put your original call on hold and open a new line.
  2. Dial the extension to which you want to transfer your caller. Your phone will now connect to this extension.
  3. Hang up. You are now disconnecting yourself from the call and connecting the caller to the other extension.
- To cancel the transfer, have the person on the other extension hang up, and then press **Resume** to get the original caller back.
  - You cannot use **Transfer** to redirect a call on hold. Press **Resume** to remove the call from hold before transferring.
  - *Blind*
    - Press **Transfer**, dial number, hang up.
  - *Announced or Consultive*
    - Press **Transfer**, dial number, wait on the line, announce call, hang up.
  - *Direct to voicemail*
    - Press **Transfer**, press Asterisk\* (star) key, dial extension, hang up. Enter your extension if you wish to send caller to your own voice mail.

### Forwarding Calls:

- Press the **CfwdAll** soft-key. You will hear two beeps.
- Dial the number to which you would like to forward the calls.
- To cancel, press the **CfwdAll** soft-key once.

### Do Not Disturb (Forward to Voice Mail):

- Press the **CfwdAll** soft-key. You will hear two beeps.
- Press the **Messages** button.
- To cancel, press the **CfwdAll** soft-key once.

### Conference Calls

- During a call press the **More** soft-key, followed by the **ConfRn** soft-key. 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** soft-key again.
- Repeat to add additional callers, usually up to four or six total participants.

### Call Park

- During a call press the **More** soft-key, followed by the **Park** soft-key.
- Your phone will automatically select a park number. Note the call park number displayed on your phone screen (between **8550-8559**).
- 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”:
  - **Select** “Brightness”  
Use the **Up** and **Down** soft-key options to change the brightness on your color screen.
  - **Select** “Rings” and then (the first) “Default Ring”, and then press **Select** to display list of ring tones  
Use **Play** soft-key to listen to a ring tone, then use **Select** and **Save** to set the desired ring tone for your phone.
- Press the Directories button
  - Missed Calls
  - Received Calls
  - Placed Calls
  - Corporate Directory
    - Search for extensions or people by first name, last name, or extension.

Over for Voicemail Instructions

