SECTION 2: CISCO IP PHONES

PLACING AN OUTSIDE CALL

Dial 8 + 1 + (xxx) xxx – xxxx

ANSWER A CALL

1. If using a multi-line phone, press button for ringing extension.
2. If using a single line phone, pick up receiver and speak.

TRANSFER A CALL

While on call:

1. Press **Trnsfer** key. First call is placed on hold.
2. Dial number to transfer call to.
3. Press **Trnsfer** a second time before called party answers (blind transfer) or after announcing the transfer.

TRANSFER A CALL DIRECTLY TO VOICE MAIL

While on the phone:

4. Press **Trnsfer** key
5. Dial **6000**
6. Enter the extension
7. Press **#** and **2** on keypad
8. Press the **Trnsfer** key again

The caller will then go directly into the voice mailbox.

FORWARD ALL CALLS

- Press **CFwdAll** key. After you hear 2 beeps enter number to forward all calls to. (To forward all calls to voice mail, press Messages button.) Flashing arrow on LCD indicates calls are forwarded.
- Press **CFwdAll** key again to cancel the forwarding option. You will hear 1 beep. The flashing arrow will disappear.

RETRIEVING VOICE MAIL

FROM YOUR OWN PHONE:

1. Press **Messages** button
2. Enter your password when prompted

FROM ANOTHER VOIP PHONE:

1. Press **Messages** button and then the asterisk key (*)
2. Enter your extension and password when prompted