

## Cisco Phone Quick Usage Guide

### 1. Making a call

Pick up the receiver and dial "1" followed by the area code and number that you would like to reach. If dialing internally you can dial the four digit extension of the party you would like to reach without the "1".

### 2. Receiving a call

- a. Pick up the handset if you wish to speak through it.
- b. Hit the "speaker phone" key if you wish to speak through the speaker phone
- c. Hit the "headset" key if you wish to speak through a headset.

### 3. Forwarding A Call (Always -CFA, No Answer - CFNA, Busy - CFB)

Hit the CFA, CFNA or CFB soft keys then enter the number you wish to forward to:

Always: Select this when you want all calls to automatically forward to another number

No Answer: If a phone running this feature receives no answer after a select amount of rings a call will forward to another number of your choosing.

Busy: Select this when you want calls forwarded to another number when you are already on the phone.

### 4. Setting Up Your Voicemail

- a. Hit the "Messages" button on your Polycom phone.
- b. If requested enter your extension.
- c. Enter a new pass code at the prompt. The initial pass code is always set to 7890. (if ever you lock yourself out of your mailbox, it will be reset to 7890)
- d. Re-enter your pass code at the prompt.
- e. Record your name at the prompt.
- f. Press "#" (this is only required for a name recording. If you wish to record a personalized greeting, press option 1, then option 3 to record a no answer greeting)

### 5. Accessing the Voicemail Portal

1. Via your Cisco Phone:

- a. Hit the "Messages" button on your Cisco phone
- b. Enter your pass code.
- c. The voice attendant will pick up and you will be prompted to select amongst a list of voice portal related options.

2. Remotely:

Call **your companies voicemail dial in number**(when prompted enter your extension), or by directly dialing the number you would like to hear the voicemail for. When the greeting message picks up, hit the "\*" key on your number pad. You will then be prompted to provide your 4 digit pass code and will be given access to your voicemail portal.