

Setting Up Voice Mail

You must set up your voicemail before you will be able to listen to **NEW** messages.

Follow these steps to set up your Voicemail:

1. Press the Messages button.
2. When prompted, enter the default password: _____, #
3. You will be guided through the mailbox set up. **Complete the requests until you hear that you have successfully completed enrollment.**

Voice Mail Commands

During the Message After the Message

- | | |
|-------------------|----------------------|
| 1 Restart Message | 1 Replay |
| 2 Save | 2 Save |
| 3 Delete | 3 Delete |
| 4 Slow playback | 4 Reply |
| 5 | 5 Forward |
| 6 Fast playback | 6 |
| 7 Rewind message | 7 Rewind |
| 8 Pause/Resume | 8 |
| 9 Fast-forward | 9 Message properties |
| # Fast-forward | # Save as is |

Skip message, save as is

Short Cuts After Log-In

- 41 Change greetings
- 412 Turn on/off alternate greeting
- 423 Choose full or brief menus
- 431 Change phone password
- 432 Change recorded name

Press # during a co-workers mailbox greeting to bypass the greeting and get to the tone to record a message.

Dialing Directly into Voicemail

Dial * plus any office extension to leave a message in a co-workers mailbox, without calling their telephone. This works while performing a transfer to voicemail as well.

Forward Calls to Voicemail

1. Press the **CFwdALL** soft key.
2. Press the **Messages** key. All incoming calls will now go to Voicemail.
3. To cancel, press the **CFwdALL** soft key again.

External Access to Voice Mail

You can access voicemail from outside the office by dialing: _____

Follow the login process:

1. Upon hearing the automated attendant, press the '*' key.
2. Enter your extension, # and password, # when prompted to login.

Unified Messaging

For the traveling employee, the ability to utilize their Outlook account to retrieve *both* email *and* voicemail is a time saver. Each employee will have two methods to retrieve voice mail; either through the phone or through email on their smart phone or computer. If one retrieves the voicemail from the phone and deletes it, the voicemail is in the deleted items folder in Outlook. If one uses the computer or smart phone for retrieval direct from Outlook, the phone message waiting light is turned off once the voice mail is listened to.

User Web Page

Users have access to a web page to change functions like call forwarding or building a personal speed dial list. Login by going to the following URL:

https://_____

Log in using the same ID and password that you use to log into your computer each day.

Setting Up Speed Dials

After logging in to the webpage listed above:

1. Choose **Device** from the User Options menu.
2. In the **Name** drop down menu, choose the device for which you wish to add speed dials.
3. Click **Speed Dials**.



4. Type the desired information exactly as you would dial it including a 9 to access an outside line.
5. Click **Save**.

Using a Speed Dial

1. With the phone ON HOOK, press the desired speed dial position.
2. Press the **AbbrDial** soft key.

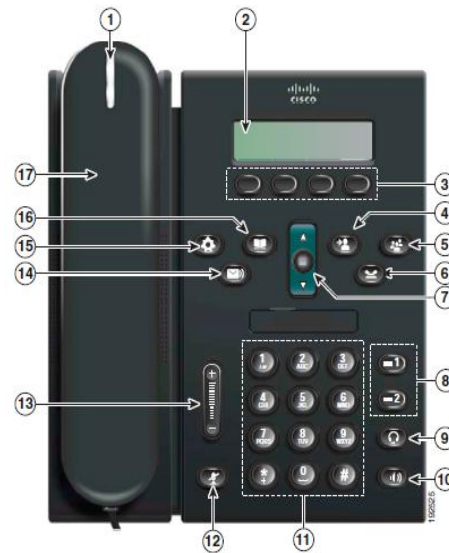


Phone and Voicemail Quick Reference Guide



Cisco Unified IP Phone Model 6921G

1	Light	Voicemail message waiting indicator
2	Phone Display	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs
3	Soft Keys	Select any of the functions displayed
4	Transfer Button	Transfers a call
5	Conference Button	Creates a multi-party / conference call
6	Hold Button	Places a call on hold
7	Navigation Bar	Scroll through menus and highlighted items
8	Line Buttons	Opens a new line, answers a ringing call or ends an active call. Can be set as speed dials or busy lamp fields.
9	Headset Button	Toggles the headset on / off
10	Speaker Button	Toggles the speaker on / off
11	Dial Pad	Dial numbers, enter letters
12	Mute Button	Toggles the mute on / off
13	Volume Button	Increases/decreases volume of ringer, handset, headset or speaker phone
14	Messages Button	Provides access to the voicemail system
15	Applications Button	Provides access to call history; user preferences; phone setting
16	Contacts Button	Provides access to phone directories
17	Handset	Phone handset



Phone Icons

- Call Forward
- Call on Hold
- Connected Call
- Off-Hook
- On-Hook
- Incoming Call
- Line in Use
- Incoming Call (flashing amber)
- Line is Active (steady green)
- Call on Hold (flashing green)
- Line in Use (steady red)

Hold/Resume

1. Press the **Hold** button to place a call on hold. The held call shows the hold icon and the line button will flash green.
2. To resume a call from hold press the **Hold** button.



Transfer

1. During a call, press the **Transfer** button. This puts the call on hold and gives you dial tone.
2. Dial the number or office extension to which you want to transfer the call.
3. When it rings on the other end, press **Transfer** again. Or, when the party answers, announce the call and then press **Transfer**.

NOTE: If the party refuses the call, press the **End Call** soft key and then the **flashing line button** to return to the original call.

Handling Multiple Calls

Taking a Second Inbound Call

When you are on one call and second call rings, you will hear an audible notification, see the caller ID on the phone screen and see the line button for the incoming call flash amber. To accept the call, press the flashing line button. Your original caller will be put on hold automatically and that line will flash green.

Placing a Second Outbound Call

To place a call on hold and make an outbound call:

1. Press the **Hold** button to place the first call on hold.
2. Press the **New Call** soft key and dial the second number.

Conference Calls

1. With a caller on the line, press the **Conference** button.
2. Dial the **desired number** or **extension**
3. After the called party answers, press the **Conference** button again. All parties will be on the call. Repeat these steps until all parties are conference in.

Joining Two Calls

The **Join** soft key allows a user to connect two separate calls on the phone into a conference call.

1. Press the **Join** soft key.



Call Park

Park a call feature allows you to park a call so that someone else can retrieve it from another Cisco phone (e.g. a phone at a co-workers desk or in a conference room).

1. With a caller on the line, press the **Park** soft key.
2. Note the extension displayed on your screen.
3. To pick up a parked call, dial the extension where the call was parked.

Diverting a Call to Voicemail

Divert allows you to send an incoming call directly to voicemail on demand.

1. When a call is ringing on your phone, press the **Divert** softkey.

Call Forward

1. With the handset down, press the **Fwd All** soft key. You should hear two beeps.
2. Enter the number to which you want to forward all of your calls, or press the **Messages** button if voicemail is the target
3. To cancel call forwarding, press the **Fwd OFF** soft key.

Do Not Disturb

The DND feature simply silences the ringer on the telephone. If seated in front of the phone, the user can still see the caller ID but will hear a soft beep rather than a ring.

