

UNIVERSITY of PUGET SOUND

TECHNOLOGY SERVICES

Cisco Phone Setup: Getting Started

An introduction to the University of Puget Sound's VoIP telephone system.

WHAT IS VoIP?

VoIP stands for "Voice over Internet Protocol." VoIP phones use an Ethernet connection and service is now delivered via an internet connection. Phones now connect to the orange "data" jack instead of the previous ivory one.

SETTING UP VOICEMAIL FOR THE FIRST TIME

To set up your voicemail box and greetings, press the **Messages** button (see icon: right).



Messages button

Enter your temporary PIN: **1234**, followed by the "**#**" key.

Follow the recorded instructions to complete the setup of: Recorded Name, PIN, Personal Greeting, and Directory Listing. To start over, press the * key, or hang up. Press **Messages** to restart the tutorial. *Tutorial must be completed to save changes.*

CHANGING VOICE TITLE

A voice title is a brief recording of your name that identifies you to callers.

1. Pick up the phone and press the **Messages** button.
2. Log in to your account by entering **<your PIN>, #**.
3. Press **4, 3, 2** to manage your voice title.
4. When you hear the tone, say your name and then press **#**.

CHANGING PIN CODE

Your initial PIN is 1234 (see "Setting up your voicemail for the first time"). Your PIN should be complex enough to protect privacy.

1. Pick up the phone and press **Messages**.
2. Log in to your account by entering **<your PIN>, #**.
3. Press **4, 3, 1** then follow the prompts to change your PIN.

UPDATING VOICEMAIL GREETING

A voicemail greeting is the message callers hear when they reach your voicemail. To change your voicemail greeting:

1. Pick up the phone and press **Messages**.
2. Log in to your account by entering **<your PIN>, #**.
3. Press **4, 1** to manage your greetings. Your current active (default) greeting plays.
4. Press **1** to record over the default greeting.
5. Say your greeting, and then press **#**. The greeting you just recorded is played back.
6. Follow the prompts to accept or rerecord the greeting.

CHECKING VOICEMAIL

New voicemails are indicated by: a red light on the telephone, and a flashing envelope icon on the view screen.

To check your voicemail messages **when in the office**:

1. Press **Messages, <your PIN>, #**.
2. Follow the prompts. (To check new messages, press **1**.)

Checking voicemail box with a number different from your extension follow these steps:

1. Dial 9-879-1500
2. When you hear the recorded greeting, press the * key.
3. You'll be prompted to enter your ID (mailbox number, which is typically your extension), then **#**.

To check your voicemail **when out of the office**, follow these steps:

1. Dial (253) 879-1500.
2. When you hear the recorded greeting, press the * key.
3. You'll be prompted to enter your ID (mailbox number, which is typically your extension), then **#**.

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Cisco Phone: Basic Functions

An introduction to the University of Puget Sound's VoIP telephone features.

PLACING AND RECEIVING CALLS

Placing a call (choose one that best suits your needs)

- Lift handset and dial number –or– dial number and then lift the handset
- Number selected via the directory, press **Dial** soft key, and lift the handset
- Dial a number then press **Speaker Phone** –or– press **Speaker Phone** then dial a number
- Press **New Call** soft key, dial number, and then lift handset
- Press a speed dial button and then lift handset

**Note: dial 9 before dialing an external (outside of the University) phone number.*

Answering a call

- Normal use: lift the handset
- Headset users: press **Headset**
- Speakerphone: press **Speaker Phone**

Ending a call

- Normal use: hang up the handset
- Headset users: press **Headset** or **EndCall**
- Speakerphone calls: press **Speaker** or **EndCall**

Placing a call on hold

- Press the **Hold** soft key
- To return to the caller, press **Resume** soft key

Place first call on hold & make a second call

1. Press **Hold** (first caller is put on hold).
2. Press **New Call**.
3. When you hear the dial tone, dial the number.
4. To switch between calls, highlight the a call and press **Resume** (other call is automatically placed on hold).

Do Not Disturb/DND

To use this feature, press **more** twice then select **DND**.

Divert/forward an incoming call to voicemail:

- Press the **iDivert** soft key

Muting a call

- Press **Mute** button to activate.
- Press **Mute** again to deactivate

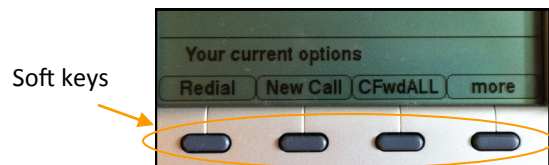
Call Pick Up

- Pick up a call ringing on another extension within your group: lift handset, press **more** twice, then press the **PickUp** soft key.

Call Park

Place a call on hold and retrieve it at another extension:

1. While on the call, press **Park** soft key.
2. LCD screen will display a four-digit *Park Code*, which you will want to memorize or write down, as you'll need it to retrieve the call.
3. Hang up the call at current location.
4. To retrieve the Parked Call, lift handset and dial the Park Code.



HELPFUL TIPS & TRICKS

Skip directly to the end of a person's voice mail greeting: press #

Dial directly to voicemail: press * before the extension (ex: *1234)

Other options for listening to voice mails:

- Slow message playback: Press **4**
- Speed-up message playback: Press **6**
- Rewind message playback: Press **7**
- Fast-forward message playback: Press **9**
- Skip to the end of message: Press #

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TRANSFERRING CALLS

Blind transfer

Transfers call directly to proper recipient

1. Press **Transfer** soft key.
2. Enter the extension to which you want to transfer the call.
3. Press **Transfer** again to complete the transfer.

Supervised transfer

Puts caller on hold and lets you speak to the recipient prior to transferring the call

1. Press the **Transfer** soft key, enter the extension to transfer the call to.
 2. Wait for an answer. If the recipient answers, introduce the call (caller remains on hold).
- To complete the transfer when the recipient agrees to accept the call, hang up. The call is transferred to the recipient
 - To cancel the transfer, press **End Call** and **Resume**. You are disconnected from the recipient and reconnected to the caller

To transfer a call directly into a person's voicemail

The recipient's phone will not ring

1. Press **Transfer** soft key.
2. Enter * then the extension to transfer the call to.
3. Press **Transfer** again or hang up.

CONFERENCE CALLS

Note: party who initiates conference call ends call for all parties when they hang up

Connecting up to TWO other parties

1. Place the first call (can be internal or external number).
2. Press the **ConfRn** soft key (first call is placed on hold).
3. Dial the second number (*remember to dial 9 if the number is external*)
4. After you have spoken to the second person, press the **ConfRn** soft key again to connect the calls.

Connecting MORE than TWO parties: Meet-Me Conference Calls: A "Virtual Meeting Space"

Meet-Me conferencing supports up to 32 parties. Participants dial an access number to join the call. We have both internal and toll-free external numbers available. Once you begin the conference call, other users can call the number directly and will be automatically added to the call. When users join/leave the call a tone will alert you of their entrance/exit. You can view and remove callers by pressing the **ConfList** soft key. To reserve a number for a Meet-Me conference, contact the Technology Service Desk.

To *create* a Meet-Me conference call:

1. Pick up your handset and then press the **more** soft key.
2. Press the soft key that says **MeetMe**.
3. When you get a dial tone enter the extension of the Meet-Me line.

To *join* a Meet-Me conference call:

1. Pick up your handset and dial the extension of the Meet-Me line.
Note: If you are off-campus, you need to dial the full Meet-Me number including area code and prefix.
2. You will be automatically added to the call