

Checking Voice Mail

From outside of system

1. Dial DID number or have operator transfer to extension
2. Press the * key when voice message answers
3. Enter your **ext#** followed by # key
4. Enter your **password** followed by the # key

From your phone

1. Press the Message button
2. Enter your Password
3. Listen to messages and options
4. Note: 5000 is VM extension

Detailed training is available online at the following web addresses:

Enter the following web site and select the phone type that you are using.

http://www.cisco.com/en/US/prod/voicesw/ps6788/phones/ps379/cisco_unified_ip_phones_tutorials.html



Transferring a Call to Voicemail

Transferring a call directly into another extension's voicemail with out ringing their phone.

1. During a call, press the **Transfer** soft key
2. Press the number “*” button
3. Dial the extension of the person that is receiving the voicemail
4. Press the **Transfer** softkey
5. Hang up phone



www.iconvergence.com

337-233-5137

1-800-820-9695

IP Phone

User Guide

Phone User Guide

Setting Up Voice Mailbox (First Time Only)

1. Press the **Messages** Button
2. Enter 369369# for password
3. **Record your name** and **greeting** when prompted
4. **Enter a new password** of your choice

Dialing 911

Note: to dial a phone number outside of system user must retrieve an outside line by dialing a 9 when hear dial tone.

1. Lift handset and listen for dial tone
2. Dial **9** plus **911**

Transferring a Call

1. During the call, press the **Transfer** soft key (places the call on hold)
2. Dial the extension to which you want transfer the call
3. When party answers, announce the call and press the **Transfer** soft key
4. Hang up if party accepts the call. *(If party refuses the call, press **Resume** soft key to return to the original caller, and repeat steps 1-3 to try another extension.)*

Answering the Second Line (Call Waiting)

Note: You will hear a soft beep in your ear while on your primary line, and your screen will also indicate an incoming call.

1. Press the **Answer** soft key (first line will automatically be put on hold)

Tip: To toggle between calls, press the line button corresponding to the call that you want to pickup, and it will automatically put the current call on hold.

Call Forwarding All Calls

This feature enables you to forward all incoming calls to another number

1. Press the **CfwdAll** soft key (the phone will beep)
2. Enter the number you would like your phone to forward to (enter the number exactly as if you were dialing that number)

To Cancel Call Forward

Press the **CfwdAll** soft key

To Set up MeetMe Conf

1. Select **MeetMe** Soft Key
2. Enter number assigned from I.T.
3. Remain off hook
4. Callers dial into conf by dialing local number assigned by I.T.

Conference Call

1. While on the original call, press the **More** soft key
2. Press the **Confrn** soft key
3. **Dial the number** you wish to add to conference call
4. When call connects, press **Confrn** *(If party does not answer, press the **EndCall** soft key)*

Repeat steps 1-4 for additional people

Call Park

Enables you to transfer a call to a random number so that the call can be picked up from any extension.

1. Press the **More** soft key
2. Then press the **Park** soft key
3. A random number will be displayed on your LCD screen; make note of that number
4. From any other phone in the system, dial the number from Step 3 to pick the call back up

To Pick up calls

1. Press the **More** soft key
2. Then press the **Pickup** soft key