**PHONE FUNCTIONS**

- **To make a call**
  - Lift the handset and dial a number
  - OR press the Speaker button
  - OR press the Headset button

- **To answer a call**
  - Lift the handset
  - OR press the Answer softkey
  - OR press the Speaker button

- **To end a call**
  - Hang up the handset
  - OR press the EndCall softkey
  - OR press the Speaker button

- **To enable/disable video**
  - Slide the camera shutter open or closed

- **To redial the last number**
  - Lift the handset and press the Redial button

- **To pick-up a call in your group**
  - Press the PickUp softkey
  - If you need a group to be setup please contact the IT Service Desk

- **To mute a call so others can’t hear you**
  - Press the Mute button
  - To un-mute, press the Mute button again

- **To temporarily turn off video during a call**
  - Press the Video Off button
  - To resume, press the Video Off button again

- **To forward all calls to another number**
  - Press the Fwd All softkey
  - Remember to dial 0 for an outside line if forwarding to an external number (cost will be charged against your extension)
  - To cancel, press the Fwd Off softkey

- **To forward all calls to voicemail**
  - Press the Fwd All softkey
  - Press the Voicemail button
  - To cancel, press the Fwd Off softkey

- **To divert an incoming call to voicemail**
  - Press the To Divert softkey to send an incoming call directly to Voicemail without answering it

- **To transfer a call**
  - During a call press the Transfer button which places the current call on hold
  - Dial the extension number to which you want to transfer the call
  - For a blind transfer, press the Transfer button again once you hear the other phone ringing
  - For a consultative transfer, press the Transfer button again once you have announced the call
  - If the transfer fails, press the EndCall and Resume softkeys to return to the original call

- **To make an ad-hoc conference call**
  - During a call press the Conference button which puts the first call on hold
  - Dial the number of the party you wish to conference with
  - When the new call connects press the Conference button again to add the new call to the conference

**DIRECTORIES**

- **To access voicemail from your phone**
  - Press the Voicemail button
  - Enter your PIN number and the # key
  - Follow prompts (see overleaf)

- **To access voicemail from another phone**
  - Dial 6304 8888
  - From the Initial prompt Press the * key
  - Enter your extension and the # key
  - Enter your PIN number and the # key
  - Follow prompts (see overleaf)

**INFORMATION & CONTACTS**

For further assistance contact the IT Service Desk
Email:  itservicedesk@ecu.edu.au
Phone:  (08) 6304 6000
Cisco Voicemail Quick Guide

SET UP
Dial 8888
Enter PIN
The default PIN is 0000
Your old PIN will not work
Follow prompts

LOGIN
From your office phone:
Press Voicemail Button
Enter PIN number and #
From any other phone:
Dial 6304 8888 and press *
Enter PIN number and #
Default PIN is 0000

NEW MESSAGES
Replay 1
Save 2
Delete 3
Reply 4
Forward 5
Save as New 6
Rewind 7
Play Message Properties 8

REVIEW
Set up Message then Press

REPORT
Enter Name using keypad
OR
Address by Extension instead by pressing

OPTIONS
Record Greetings
Activate Alternative Greeting
Edit Other Greetings
Review All Greetings

NOTES
Greetings
Message Settings
Preferences

MAIN MENU
New Messages 1
Send a Message 2
Review Old Messages 3
Setup Options 4

At any time press:
Cancel or Exit 0
Help
Hang up at any time to Exit

NOTES
Dial 8888
Enter PIN
The default PIN is 0000
Your old PIN will not work
Follow prompts

MESSAGE NOTIFICATIONS
 Repeat 1
 Restore as Saved 2
 Erase 3
 Reply 4
 Forward 5
 Restore as New 6
 Skip into Message 7
 Properties 8

MAIN MENU
Record Greetings
Activate Alternative Greeting
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