Cisco Phone Setup: Getting Started

An introduction to The Claremont Colleges 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).
Enter your temporary PIN: A temporary PIN will be assigned to you when a new mailbox is created.
Please contact x79191 if you need assistance.
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
You can change your PIN at anytime:

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.)

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

1. Dial (909) 621-8555.
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 #.
Cisco Phone: Basic Functions
An introduction to The Claremont Colleges VoIP telephone system.

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 ParkCode.

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 #
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).
3. To complete the transfer when the recipient agrees to accept the call, hang up. The call is transferred to the recipient.
4. 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 num-ber 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.