



CISCO IP TELEPHONE AND VOICE MAIL Quick Start Guide



ANSWERING CALLS

To answer an incoming call:

- Lift Handset *or*
- Press **SPEAKER** *or*
- Press **HANDSET** *or*
- Press Line button *or*
- Press Answer soft key.

PLACING CALLS

To place a call:

- Lift handset *or*
- Press **SPEAKER** *or*
- Press **HEADSET** *or*
- Press Line button *or*
- Press NewCall soft key.

To call another extension:

- Dial 5-digit extension number.

To call an outside line:

- Dial 9 + telephone number.

To redial the last number called:

- Lift Handset *or* —
- Press **SPEAKER** *or*
- Press **HEADSET** *or*
- Press Line button *or*
- Press Redial soft key.

ENDING CALLS

To end a call:

- Replace Handset *or*
- Press **SPEAKER** (if on speaker) *or*
- Press **HEADSET** (if on a headset) *or*
- Press EndCall soft key.

HOLD

To place a call on hold:

- Press Hold soft key.

To retrieve a held call:

- Press Resume soft key *or*
- Press Line button.

To place a second call on the same line:

- Press Hold soft key.
- Press New Call soft key.

To answer a call waiting:

- Press Answer soft key.

To toggle between held calls on the same line:

- Use Navigator button to highlight held call.
- Press Resume soft key.

To answer a call on a shared line appearance:

- Press Line button.

TRANSFER

To transfer a call:

- Press Transfer soft key.
- Dial 5-digit extension.
- *Option: Announce Call.*
- Press Transfer soft key *or* Hang up.

If busy or does not answer:

- Press EndCall soft key.
- Press Resume soft key.

CONFERENCE

To place up to a 10-way conference call:

- Place or answer the first call.
- *Press Confn soft key.
- *Dial next call.
- *Option: Announce Call.
- *Press Confn soft key.
- Conference complete.

To add additional parties:

- Repeat * steps

To add an incoming call to a call/conference:

- While on with one caller.
- Use Navigator button to highlight held call to join.
- Press Join soft key.

To view active participants:

- Press ConfList soft key.

To remove a conference participant:

- Use Navigator button to highlight call to remove.
- Press Remove soft key.

Note: Remove can only performed by the conference originator.

CALL FORWARD- All Calls

To forward all incoming calls to another NYU telephone number or voice mail:

- Press CFwdAll soft key.
- Dial 1+Area Code+Telephone Number (example: 12129981212) *or*
- Press messages to forward calls to Voice Mail.

To deactivate call forwarding:

- Press CFwdAll soft key.

CALL DIVERT

To immediately forward a ringing or live call to voice mail:

- Press the iDivert soft key.

SINGLE NUMBER REACH (Mobility)

(NYU extension rings on a cell phone with a local telephone number.)

To turn on/off from your desk phone:

- Press Mobility soft key.
- Press Select soft key.
- Changes status.
- Press Exit soft key.

To switch a live call from your desk phone to your mobile phone:

- Press Mobility Soft key.
- Select Send call to mobile.

• Answer the live call on your mobile phone.
Note: The desk phone line to which the call originated may not be used until the call terminates.

To switch a live call from your mobile phone to your desk phone:

- Hang up the call on your mobile phone
- The button on your desk phone for your line will blink red.
- Select the red button on your desk phone. or
- Press Resume soft key within 10 seconds.

RINGER TYPE

- Press settings button.
- Select User Preferences.
- Select Rings.
- Use the Navigation button to scroll through ring types.
- Press Select soft key.
- Press Play soft key to hear sample ring.
- Press Select soft key to activate.
- Press Save soft key.

VOICE MAIL

Accessing Voice Mail from Your Desk Phone:

- Press the messages button.
- When prompted for your PIN, enter your password followed by #.

Accessing Voice Mail from Other Campus Phone:

- Dial 54901.
- When prompted for your ID, enter your 5-digit extension followed by #.
- When prompted for your PIN, enter your password followed by #.

Accessing Voice Mail Remotely:

- Dial 1-212-995-4901.
- When prompted for your ID, enter your 5-digit extension followed by #.
- When prompted for your PIN, enter your password followed by #.

Initial Voice Mail Setup

(For new activations only)

- From your Desk Phone, press the messages button.
- When prompted for your PIN, enter the default password, 134679, followed by #
- Follow the prompts to record your name and personal greeting and to set a new password.
- To Exit press *.
- For Help press 0.

Message Waiting Indicator:

When there is a new message waiting:

- The light strip at the top of the handset stays lit.
- A flashing message waiting icon and text message on your phone screen.

ADDITIONAL FEATURES

Call Logs

There are three logs:

- Missed Calls (whether or not the caller left a message).
- Received Calls (the calls you answer)
- Placed Calls.

To view your call logs:

- Press **directories**.
- Highlight the log you want to view and press Select soft key.
- Highlight the call you want to access.

Access Personal Directory:

- Press **directories**.
- Use the Navigation button to highlight **Personal Directory**.
- Press the Select soft key.
- UserID is your NetID
- PIN is 12345
- Select Personal Directory.

To add a new entry to the Personal Directory:

- Select Personal Address Book.
- Press **Submit** soft key.
- Press **More** soft key.
- Press **New** soft key.
- Use your key pad to enter First Name, Last Name, Nickname and email address.



For questions or to report a problem:

- Email: askit@nyu.edu.
- Call: x83333