

Setting Up Voice Mail

You must set up your voicemail before you will be able to listen to NEW messages.

Follow these steps to set up your Voicemail:

Press the Messages button.

When prompted, enter the default password: contact system administrator for default password #

You will be guided through the mailbox set up. **Complete the requests until you hear that you have successfully completed enrollment.**

Voice Mail Commands

During the Message	After the Message
1 Restart Message	1 Replay
2 Save	2 Save
3 Delete	3 Delete
4 Slow playback	4 Reply
5	5 Forward
6 Fast playback	6
7 Rewind message	7 Rewind
8 Pause/Resume	8
9 Fast-forward	9 Message properties
# Fast-forward	# Save as is
## Skip message, save as is	

Short Cuts After Log-In

- 41 Change greetings
- 412 Turn on/off alternate greeting
- 423 Choose full or brief menus
- 431 Change phone password
- 432 Change recorded name

Press # during a co-workers mailbox greeting to bypass the greeting and get to the tone to record a message.

Dialing Directly into Voicemail

Dial * plus any office extension to leave a message in a

Forward Calls to Voicemail

Press the **CFwdALL** soft key.

Press the **Messages** key. All incoming calls will now go to Voicemail.

To cancel, press the **CFwdALL** soft key again.

External Access to Voice Mail

You can access voicemail from outside the office by dialing:

1 (646) 218 5444 or 1 (914) 923 2626

Follow the login process:

Upon hearing the automated attendant, press the * key.

Enter your extension, # and password, # when prompted to login.

Please contact the ITS Help Desk for any service related issues at 1 (914) 773 3333



7800 Series Quick Reference Guide



-7821



-7841



-7861



1	Light	Voicemail message waiting indicator
2	Line/ Programma- ble button	Access your phone lines, features, and call sessions.
3	Soft Keys	Access functions and services.
4	Navigation cluster	Navigation ring and Select button— Scroll through menus highlight items and select the highlighted item
5	Hold/ Resume , Conference and Transfer	Hold/Resume —  Place an active call on hold and resume the held call. Conference —  Create a conference call. Transfer —  Transfer a call.
6	Speaker- phone, Mute and Headset	Speaker Phone  Mute  Headset 
7	Contacts, Applications & Messages	Contacts  Applications  Messages 
8	Volume Button	Adjust handset, Headset & speaker volume 

Navigation

You use the outer ring of the Navigation cluster to scroll through menus. You use the inner **Select** button of the Navigation cluster to select menu items.



Each item in a menu has an index number. You can enter the index number with the keypad to select the menu item.



Hold/Resume



1. Press the **Hold** button to place a call on hold. The held call shows the hold icon and the line button will flash green.
2. To resume a call from hold press the **Hold** button.

Transfer



1. During a call, press the **Transfer** button. This puts the call on hold and gives you dial tone.
2. Dial the number or office extension to which you want to transfer the call.
3. When it rings on the other end, press **Transfer** again. Or, when the party answers, announce the call and then press **Transfer**.

NOTE: If the party refuses the call, press the **End Call** soft key and then the flashing line button to return to the original call.

Handling Multiple Calls

Taking a Second Inbound Call

When you are on one call and second call rings, you will hear an audible notification, see the caller ID on the phone screen and see the line button for the incoming call flash amber. To accept the call, press the flashing line button. Your original caller will be put on hold automatically and that line will flash green.

Placing a Second Outbound Call

1. To place a call on hold and make an outbound call:
2. Press the **Hold** button to place the first call on hold.
3. Press the **New Call** soft key and dial the second number.

Conference Calls



1. With a caller on the line, press the **Conference** button.
2. Dial the **desired number** or **extension**
3. After the called party answers, press the **Conference** button again. All parties will be on the call. Repeat these steps until all parties are conference in.

Joining Two Calls

The **Join** soft key allows a user to connect two separate calls on the phone into a conference call.

Press the **Join** soft key.

Call Park

Park a call feature allows you to park a call so that someone else can retrieve it from another Cisco phone (e.g. a phone at a co-workers desk or in a conference room).

1. With a caller on the line, press the **Park** soft key.
2. Note the extension displayed on your screen.
3. To pick up a parked call, dial the extension where the call was parked.

Diverting a Call to Voicemail

Divert allows you to send an incoming call directly to voicemail on demand.

When a call is ringing on your phone, press the **Divert** softkey.

Call Forward

1. With the handset down, press the **Fwd All** soft key. You should hear two beeps.
2. Enter the number to which you want to forward all of your calls, or press the **Messages** button if voicemail is the target
3. To cancel call forwarding, press the **Fwd OFF** soft key.