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: **2580** or if you have any question please contact the ITS HelpDesk.

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 proper-ties
# 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 **7** plus any Cisco office extension to leave a message in a co-workers mailbox, without calling their telephone. This works while performing a transfer to voicemail as well.

Forward Calls to Voicemail

Press the **Forward all** soft key.
Press the **Messages** button.
All incoming calls will now go to Voicemail
To cancel, press the **Forward Off** soft key

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, #, then PIN/password, #

Extended Absence Greeting

Press   and log in using your voicemail PIN

Or call one of the external access numbers listed above
Enter your PIN followed by #
Press 4 (Set up Options)
Press 1 (Change Greetings)
Press 3 (Edit Other Greetings)
Press 3 (Alternate Greeting)
Press 1 (to record an Alternate Greeting)
Record Alternate Greeting and Press #. (You do **NOT** have to *"turn on"* through the phone)
Press * to exit the system
When you are ready to enable the extended absence greeting, access www.pace.edu/cisco-voicemail and log in using your Portal credentials. You can also use this site to reset your mailbox PIN
Note the above site is only accessible from within Pace's Network or through a VPN connection
Click on "Messaging Assistant" (there may be several dialogue boxes requiring a "Yes" or "OK" response as you proceed through this process)
Click "Greetings" at the top of the page and then on "View Greetings."
Click Alternate and then click the radio button next to "Enabled Until." Enter the date and time that you would like your alternate greeting to play through (i.e. through 1/2/17 at 5:00pm).
Click "Save."

Pace University
Phone and Voicemail
Quick Reference Guide
Model 8851

End User Guides and Documentation:
www.pace.edu/cisco-phones

Web Access to your voice mailbox:
www.pace.edu/cisco-voicemail

Web Access to control your devices:
www.pace.edu/cisco-devices

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

1	Light	Voicemail message waiting indicator
2	Phone Display	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs
3	Line Buttons	Opens a new line, answers a ringing call or ends an active call. Can be set as speed dials or busy lamp fields.
4	Soft Keys	Select any of the functions displayed
5	Navigation and Select	Scroll through menus and highlighted items
6	Release Button	Ends a connected call or session
7	Hold Button	Places a call on / off hold
8	Conference Button	Creates a multi-party / conference call
9	Transfer Button	Transfers a call
10	Speaker Button	Toggles the speaker on / off
11	Mute Button	Toggles the mute on / off
12	Headset Button	Toggles the headset on / off
13	Dial Pad	Dial numbers, enter letters
14	Volume Button	Increases/decreases volume of ringer, handset, headset or speaker phone
15	Contacts Button	Provides access to phone directories
16	Applications Button	Provides access to call history; user preferences; phone setting
17	Messages Button	Provides access to the voicemail system
18	Back Button	Returns to the previous screen or menu
19	Handset	Phone handset

Line and Feature Buttons

Green, steady—Active call

Green, flashing—Held call

Amber, steady—Privacy line in use

Amber, flashing—Incoming call

Red, steady—Remote line in use

Red, flashing—Remote line on hold

Making Calls

Placing a call from your Cisco Phone

You can dial on-hook, without a dial tone (predial). To predial, enter a number, then go off-hook by lifting the handset, or pressing the 'Call' softkey

Speaker phone button

Headset button

Mute button

Call termination button

Hold/Resume

Press the **Hold** button to place a call on hold. The held call shows the flashing hold icon.

To return to a held call press the **Hold** button again or press the Resume Soft Key.

*NOTE: If there are multiple calls on hold use the scroll button to highlight the desired call and then press the **Hold** button.*

Transfer

During a call, press the **Transfer button**. This puts the call on hold and gives you dial tone.

Dial the **desired number** or **extension** to which you want to transfer the call.

When it rings on the other end or when the party answers, announce the call and then press **Transfer** soft key.

NOTE: If the party refuses the call, press the End Call soft key and then the Resume soft key 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 and see the caller ID on the phone screen. To accept the call, press the **Blinking Line** button. Your original caller will be put on hold.

Placing a Second Outbound Call

To place a call on hold and make an outbound call:

Press the **Hold** button to place the first call on hold.

Press the **New Call** soft key and dial the second number.

Conference Calls

With a caller on the line, press the **Conference Call Button** and then Dial the **desired number** or **extension**

After the called party answers, press the **Conference** button soft key. All parties will be on the call. Repeat these steps until all parties are conferenced in.

Call Forward

With the handset down, press the **Forward all** soft key. You should hear two beeps.

Enter the **number** to which you want to forward all of your calls, or press the **Message** button if **voicemail** is the target

To cancel call forwarding, press the **Forward all** soft key.

Diverting a Call to Voicemail while Ringing

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

When a call is ringing on your phone, press the **Decline** soft key.

Call Park

The Call Park feature allows you to park a call on another Cisco phone so that it can be retrieved from another Cisco phone (e.g. a phone at a co-workers desk or in a conference room).

How to

- With a caller on the line
- Press the **Park** soft key
- Look at the display on your Phone screen. "**Parked on XXX**"
- To pick up a parked call on another Cisco Phone, **dial XXX**