

Voicemail Functions

First Time Enrollment:

- Press the **Messages** button on your phone
- Enter your default password: 12345
- Follow the prompts, you will:
 - Record your name
 - Record a personal greeting
 - Change your password

Check Messages *from your phone:*

- Press the **Messages** button
- Enter your password

Check Messages *from another phone on your company's network:*

- Press the **Messages** button
- Press the * (asterisk) button
- Enter your ID (extension)
- Enter your password

Check Messages *remotely:*

- Dial your main line number
- Press * when you hear the recording
- Enter your ID (extension)
- Enter your password

ALGONAC SCHOOLS

User Reference Guide



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netech



Softkeys:

- These are the four keys located directly below the LCD screen.
- These keys will change depending on the status of your line (idle, off-hook, connected, etc.)
- Watch these softkeys for options as you utilize different features on your phone.

To Place, Answer and End Calls:

- Pick up or hang up the handset.
-OR-
- Activate the headset or speaker phone.
-OR-
- Use softkeys: **Redial**, **New Call**, **Dial**, **Answer** or **EndCall**, where appropriate.

Using Call Hold:

- While on a call, press the **Hold** softkey.
- To return to the call, press the **Resume** softkey.

Switch from a connected call to answer a ringing call (Call Waiting):

- Press the **Answer** softkey.
- Doing so answers the new call and automatically places the first call on hold.
- To switch between calls on one line, use the scroll key to select the desired call and press the **Resume** softkey.

Transferring Calls:

- Press the **Transfer** softkey. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension to which you want to transfer your caller. Your phone will now connect to this phone.
- Press the **Transfer** softkey again. You are now disconnecting yourself from the call and connecting the caller.
- Hanging up without pressing Transfer the second time places the call on hold. Use the **Resume** softkey to get the caller back.
- You cannot use Transfer to redirect a call on hold. Press Resume to remove the call from hold before transferring.

Types of Transfers:

- *Blind*
 - Press Transfer, dial number, press Transfer, hang up.
- *Announced*
 - Press Transfer, dial number, wait on the line, announce call, press Transfer, hang up.
- *Direct to voicemail*
 - Press Transfer, press Asterisk* (star) key, dial extension, press Transfer, hang up.

Forwarding Calls:

- Press the **CFwdAll** softkey. You will hear two beeps.
- Dial the number to which you would like to forward the calls or press **Messages** to forward to voicemail.
- To cancel, press the **CFwdAll** softkey once.

Do Not Disturb:

- Press the **DND** softkey. You will be able to see the incoming call and screen it.
- To cancel, press the **DND** softkey again.

iDivert:

- Press **iDivert** softkey. The call is automatically transferred to your voice message greeting.

Conference Calls:

- During a call press the **More** softkey, followed by the **Confrn** softkey. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension or phone number that you would like to add to the conference.
- When you have your new caller on the line, press the **Confrn** softkey again.
- Repeat to add additional callers.

Call Park:

- During a call press the **More** softkey, followed by the **Park** softkey.
- Your phone will automatically select a park number. Note the call park number displayed on your phone screen.
- To retrieve that call, dial the park number on any Cisco phone to connect.
- You have a limited amount of time to retrieve a parked call before it reverts back to the extension from which it was parked.

Features Menu/ User Options:

- Press the Settings button and select "User Preferences"
 - Ring type
 - **Play**, **Select**, and **Save** your ring type.
 - Contrast
 - Use the **Up** and **Down** softkey options to change the contrast on your screen.
- Press the Directories button
 - Missed Calls
 - Received Calls
 - Placed Calls
 - Corporate Directory
 - Search for extensions or people by first name, last name, or extension.

Over for Voicemail Instructions

