



Welcome to your new Cisco VOIP (Voice Over IP) phone.

For support during the cutover, call **(310) 233-4636**

You will be able to:

- Answer calls, transfer calls, join calls and forward calls to voice mail.
- Set up and manage impromptu phone conferences.
- View current and missed calls.
- Handle calls on multiple lines.



After initial go live support, you may call (310) 233-4636 for assistance. **Please note that manually forwarded phones will need to be set up again after the system is cutover.** Thank you for your support and enjoy your new VOIP phone! **Note: At any time you can press the Help key, and then any key or button you have a question on. Or press the help key twice, while not on a call, for a general Help menu.**

Placing a Call

Multiple methods can be used to place a call:

- **Lift the handset and dial the number**
 - **7 digit for internal calling (e.g. 2334000)**
 - **12 digit for outside calling (e.g. 912138912000)**

(Note: when dialing 9 plus the first 4 digits, if you pause, you will hear a busy tone, continue dialing the complete number to finish call.)

- Press the “New Call” soft key. (a softkey is on the row of buttons just beneath the display) dial the number and then lift the handset.

Use these dialing tips to make calling easier:


- **Predial** — Dial the number without lifting the handset, then press Dial, or lift the handset.
- **Redial** — Press the Redial softkey.
- **View missed, placed, or received calls** — Press the Directories button and choose a call log.
- **Dial from a directory** — Navigate to an item in the directory and press Dial. If you need to edit the number first, press EditDial.

Answering a Call

To answer a call:


- 1) Lift the handset
- 2) If you are using a headset, press the **Headset** button. If necessary, press the **line** button to select between incoming calls.
- 3) If you are using speakerphone, press the Speaker button or the **End Call soft key**.

Transfer a Call

- 1) Start from a connected call (not on hold).
- 2) Press the **Transfer** soft key. 
- 3) Dial the transfer recipient's number (or use speed dial).
- 4) Wait for the recipient to answer (optional).
- 5) Press **Transfer** again to complete the transfer

Voicemail

Internal access:

Access voicemail by selecting the Message key  (cassette icon). Use generic password **123789** (6 digits total) during your 1st use and you will be prompted to change the password.

Remote access:

Access voicemail by calling 310-233-4444, press *, enter 7 digit extension #, enter voicemail password #, choose option 2 (access your voicemail)

Using Call-Forward-All

To redirect all incoming calls on your primary line to another number:

- 1) Press the **CFwdALL** soft key.
- 2) Enter a phone number, or press a speed dial button or the **Messages** button (to forward to voice mail).

Note: CFwdAll will only work on your primary, or 1st, line.

To use forwarding on a non-primary line (such as a shared line), use the Call FWD application, under the services button.