

# Cisco Phone & Voicemail Quick Tips

A great guide for operating Cisco phones can be found [here](#), however below you will find tips on how to perform the most common functions.

## 1. Make a call

Internal: simply dial the full number or 1 + the 4-digit extension

External: dial 71 + the full number (including area code)

## 2. Access your phone history

Select Applications , then **call history**

## 3. Place a call on hold

Select Hold 

To resume the call, press the **Resume** soft key

## 4. Transfer a call

Select transfer , dial the number, press the transfer button again

## 5. Start a conference call

Select Conference , dial the new participant, press the conference button again

## 6. Silence the ringer

Press the **volume** button down once 

## 7. Change Voicemail Pin/Password

Select Voice Mail  and enter your current pin

Press 4 > 3 > 1

Enter a new pin and press #

Enter the new pin again to confirm it and press #

## 8. Access your voicemail

Select Voice Mail  Enter your pin

## 9. Change your name in your voice mail greeting

Select Voice Mail  and enter your pin

Press 4 for Setup Options

Press 3 for Preferences

Press 2 for Recorded Name  
Follow the prompts

**10. Add speed dial numbers to your phone**

Speed Dial configuration must be performed by the phone system administrator.

Please submit an IT Helpdesk Ticket to request speed dials for your phone. Each phone can have up to 4 speed dials.

Please provide the number and the name you want associated with each number.

**Additional useful information is available on the SJSU IT website.**

**More information about the Cisco voicemail system is available, here.**

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