

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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