

Cisco Phone & Voicemail

Quick Tips

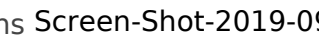
A great guide for operating Cisco phones can be found [here](#), however below you will find tips on how to perform the most common functions.

1. Make a call

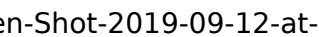
Internal: simply dial the full number or 1 + the 4-digit extension

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

2. Access your phone history

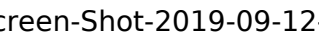
Select Applications  then **call history**

3. Place a call on hold

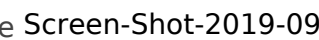
Select Hold 

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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