

Voice Mail Functions

First Time Enrollment:

- Press the **Messages** button on your phone.
- If prompted for password, enter **643125** and press #.
- Following the prompts, you will:
 - Record your name
 - Record a personal greeting
 - Change your password
- Wait for confirmation before hanging up

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 Voice Mail or company backdoor number
- Press * when the recorded message begins
- Enter your ID (extension)
- Enter your password.

Voice Mail Options and Shortcuts

While listening to the Main menu, press. . .

- 1 to hear new messages
- 3 to review old messages (31-saved, 32-deleted)
- 4 to change set-up options
- 411 to change your Standard Greeting
- 412 to turn on/off Alternate Greeting
- 431 to change your password
- 432 to change your recorded name

During message playback, press...

- 1 to restart message
- 2 to save message
- 3 to delete message
- 4 for slow playback
- 6 for fast playback
- 7 to rewind 5 seconds
- 8 to pause/resume
- 9 to fast-forward 5 seconds
- # to skip to next message

After Message Playback, press...

- 1 to restart message
- 2 to save message
- 3 to delete message
- 4 to reply
- 5 to forward to another user (“##” + extension)
- 7 to rewind 5 seconds

Anytime...

- 0 for Help
- * Cancel, Exit, or Back-up
- # Skip, Confirm, Accept, Start-Stop

netech

User Reference Guide



Cisco 7942/62 IP Telephones

City Of Mishawaka



Soft-Keys:

- The four keys located directly below LCD screen.
- Soft-keys change value depending on the status of your line (idle, off-hook, connected, etc.)
- Watch soft-keys as you use different features!
- Display (fifth key) remains lit during sleep mode.

To Place, Answer and End Calls:

- Pick up or hang up the handset.
-OR-
- Activate/Deactivate the headset or speaker phone.
-OR-
- Use soft-keys: **Redial**, **New Call**, **Dial**, **Answer**, **EndCall**, or **iDivert** where appropriate.
- Dial **9** for an outside line; for 911 dial either **9-911** or simply **911** without the 9-prefix.

Using Call Hold:

- While on a call, press the **Hold** softkey.
- To return to the call, press **Resume** or the blinking green line button.

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

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

Transferring Calls:

1. Press the **Trnsfr** soft-key. Your phone will put your original call on hold and open a new line.
 2. Dial the extension to which you want to transfer your caller. You will now connect to this phone.
 3. Press **Trnsfr** again; this will disconnect you from the call and connect the caller. Then hang up.
- To cancel a transfer, press **EndCall** rather than the second **Trnsfr**, which leaves original call on hold. Use **Resume** to get the caller back.
 - You cannot **Trnsfr** a call on hold. Press **Resume** to remove the call from hold before transferring.

Transfer Options

- *Blind Transfer*
Press **Trnsfr**, dial number, **Trnsfr** hang up.
- *Announced or Consultive Transfer*
Press **Trnsfr**, dial number, wait on the line, announce call, **Trnsfr**, hang up.
- *Transfer Direct to Voicemail*
 - Press **Trnsfr**, press the star (“*”) key, dial extension, **Trnsfr**, hang up.
 - Enter your extension in above sequence to send caller to your own voice mail; if available, use **iDivert** soft-key
- *To leave voicemail for co-worker*
Simply dial star “*” plus the extension, press pound “#” to skip greeting, and leave your message.

Forwarding Calls:

- Press the **CfwdAll** soft-key, two beeps will sound.
- Dial the number to which you would like to forward calls.
- To forward all calls to voicemail, press **CfwdAll** and then the **Messages** button
- To cancel call forwarding, press **CfwdAll** again.

Conference Calls

- During a call press the **More** soft-key, followed by the **Confrn** soft-key. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension or outside phone number that you would like to add to the conference.
- When you have your new caller on the line, press the **Confrn** soft-key again to connect all parties.
- Repeat to add additional callers, up to six total participants, including yourself.
- Press **More** and **Conflist** to view list of conferees on LCD screen; press **Update** after conferees are connected to or disconnected from the conference.
- After a conferee is disconnected, other conferees remain connected as long as one company network phone is still on the conference.

Call Park

- During a call press the **More** soft-key and **Park**.
- Your phone will automatically select a park number. Note the call park number displayed on your phone screen (4-digit number between **8800-8820**).
- Hang up, that call is disconnected from your phone.
- To retrieve the 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. Highlight “User Preferences” and press the **Select** soft-key
 - **Select** “Contrast”
Use the **Up**, **Down**, and **Save** soft-keys to change the contrast on your screen.
 - **Select** “Ring Type” and then **Select** “Default Ring”, to display list of ring tones:
Use **Play** soft-key to listen to a ring tone, then use **Select** and **Save** to set the highlighted ring tone for your phone.
- Press the Directories button
 - **Missed Calls Log**
 - **Received Calls Log**
 - **Placed Calls Log**
 - **Corporate Directory**
 - Use scroll key to select search field
 - Text in first 2-3 letters of first and/or last name and/or extension number, and press **Search**. Parameters are not case sensitive

Over for Voicemail Instructions

