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 Screen-Shot-2019-09-12-at-9.45.01-AM.png, then **call history**

3. **Place a call on hold**
   Select Hold Screen-Shot-2019-09-12-at-9.46.30-AM.png
   To resume the call, press the **Resume** soft key

4. **Transfer a call**
   Select transfer Screen-Shot-2019-09-12-at-9.50.48-AM.png, dial the number, press the transfer button again

5. **Start a conference call**
   Select Conference Screen-Shot-2019-09-12-at-9.51.42-AM.png, dial the new participant, press the conference button again

6. **Silence the ringer**
   Press the **volume** button down once Screen-Shot-2019-09-12-at-9.52.43-AM.png

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.

Revision #12
Created 19 February 2019 22:40:11
Updated 12 August 2022 22:59:03