MSUBILLINGS

Cisco IP Phone Quick Reference

Placing a Call

Lift Handset   or   press the **Speaker** or **Line** button

- Internal   Dial the 4-digit campus extension
- Local   Dial 9 + 7-digit number
- Long Distance   Dial 8 + 1 + area code + number

Answering a Call

1. Lift handset   or   press the **Speaker** or L**ine** button.

Place a Call on Hold

1. During a call, press the **Hold** soft key.
2. To return to the call, press the **Resume** soft key.

Transfer a Call

1. With call in progress, press the **Transfer** soft key. This places current call on hold.
2. Dial the extension/number where you want to transfer the call.
3. When you hear ringing, press the **Transfer** soft key again, or when the party answers, announce the call and then press **Transfer**.

Transfer a Caller Directly to Voicemail

1. Press the **Transfer** softkey.
2. Dial *****, then extension number.
3. Press the **Transfer** softkey again.

Place a Conference Call

1. While on a call, press the **Confrn** softkey. This will put the call on hold and give you a new line to make a second call.
2. Dial the extension/number of the third party you wish to add to the call.
3. When the third party answers, press the **Confrn** soft key again to add this party to the conference.
4. Repeat steps 1 - 3 to add more callers.

Forward Your Phone

1. Press the **CFwdAll** soft key. You should hear two beeps.
2. Enter the number to which you want to forward all of your calls. Be sure to enter the number exactly as you would if you were placing a call to that number from your office phone.
3. To cancel call forwarding, press the **CFwdAll** soft key.

Redial the Last Number Dialed

1. Lift the handset and pres the **Redial** soft key, or simply press **Redial** to activate the speakerphone.

Adjust Ringer Volume

1. With handset in the cradle and the speakerphone off, press the volume button to adjust up or down.

Adjust Speakerphone Volume

1. Press the Speakerphone button.
2. Press the volume button to adjust up or down.

Adjust Handset Volume

1. Remove the handset from the cradle.
2. Press the volume button to adjust up or down.
3. To save the ring volume, press the **Save** softkey.

Mute Your Microphone

1. Press the Mute button to disable the microphone of the handset, speakerphone, or headset.
2. Press the Mute button again to resume normal conversation.

View Missed, Received, and Placed Calls

1. Press the **Directories** button.
2. Scroll up or down using the **Navigation** button to choose the directory type.
3. Press the **Select** softkey to view the call list.
4. If desired, press the **Dial** soft key to dial the selected number from this list. It may be necessary to use the **EditDial** soft key to append a 9 or 81 to the front of off-campus numbers.

Using the Corporate Directory
1. Press the **Directories** button.
2. Scroll down using the **Navigation** button and select **Corporate Directory**.
3. Search for a name by entering several letters on your keypad then press the **Search** softkey.
4. Select the directory listing and press the **Dial** softkey or lift handset.

Call Pickup (if equipped)
1. Lift handset
2. Press the **PickUp** Softkey to answer a call that is ringing on another telephone in your call pickup group.
3. The call will be redirected to your telephone.
4. Press the **Answer** Softkey.

Footstand – Adjusting the Telephone Angle
1. You can adjust the angle of your telephone by pressing and holding the Footstand button while tilting the phone up or down.
2. Release the button to lock in place.

Quick Facts About Your Telephone

- Softkeys will change depending on the state of your phone. For example, if you are not on an active call, you will not see a **Hold** softkey, since there is no call to hold.

- You can quickly forward your phone to voicemail by first pressing the **CFwdALL** softkey, then pressing the Messages button.

- When call forwarding your telephone to another campus telephone, only enter the 4-digit extension. Do not enter 9 + 7-digits.

- The MSU Billings campus has three telephone prefixes within the (406) area code. If calling another telephone on campus, only dial the 4-digit extension. If calling from outside, you will need to know the correct prefix for the 7-digit number. MSU Billings telephone numbers begin with 657, 247, and 896.

- You can get help directly on your phone by pressing the **?** button, followed by a feature key, or press the **?** button twice for a help directory.

VOICEMAIL

To set up (personalize) your mailbox for the first time, please take the following steps:
1. Lift the handset on your telephone
2. Press the messages button
3. Enter your temporary pin followed by the # key - **12345#**
4. The system will walk you through recording your name, recording your greeting, and changing your pin.

To access voice mail from your phone:
1. Press the MESSAGES button, or dial 2211
2. Enter your pin followed by the # key when prompted
3. Press 1 to listen to new messages, 2 to send a message, 3 to review old messages, or 4 to access Setup Options

To access voice mail when away from the office:
1. DIAL 657-2211
2. When voice mail answers, press the # key
3. Enter your 4 digit mailbox ID number (your 4 digit extension number) followed by the # key
4. Enter your pin followed by the # key

While listening to messages:
Press 1 to repeat, 2 to save, 3 to delete, 4 to slow down, 5 to change volume, 6 to speed up, 7 to skip back, 8 to pause, or 9 to skip forward

After a message:
Press 1 to repeat, 2 to save, 3 to delete, 5 to forward message, 6 to mark as new, or 9 to hear summary

To re-record greeting:
1. Login to mailbox
2. Press 4 for Setup options
3. Press 1 for Greetings
4. Press 1 to change

To re-record Name:
1. Log in to mailbox
2. Press 4 for Setup Options
3. Press 3 for Preferences
4. Press 2 to Change Recorded Name

To change your pin:
1. Log in to mailbox
2. Press 4 for Setup Options
3. Press 3 for Preferences
4. Press 1 to change pin