Voicemail Hot Keys

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Press 0 At Any Time For Help

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Initial Voicemail Set-Up
1. Press the Messages button.
2. When prompted, enter the default password.
3. You will be guided through the mailbox set up.

Forward Calls to Your Voicemail
1. Press the CFwdALL soft-key.
2. Press the Messages key.
   All incoming calls will go directly to voicemail.
3. TO CANCEL: press the CFwdALL soft-key again.

External Access to Voicemail
You can access voicemail from outside the office by dialing your phone number and pressing * when the outgoing message starts. When prompted for your ID enter your extension followed by #. When prompted for your password enter your 4-digit pin followed by #.

What is a Soft-Key? A soft-key is the term used to refer to the way you will use the 4 buttons below your phone display. Various options appear on the screen and you press the corresponding key below the screen. As the options vary, so does the function of each key therefore it is a “soft” key in that its function changes with the software display.

Voicemail to Email
Also known as unified messaging, all users will have two methods to retrieve voicemail; either through the phone or through email. If the voicemail has been listened to and deleted from the phone, the voicemail is in the deleted items folder in Gmail. If the voicemail message has been marked as read in Gmail, the phone message waiting light will turn off.
Handling Multiple Calls (Multi-Line Users Only)

Taking a Second Inbound Call
When you are on a call and a second line rings, you will hear a tone, see the caller ID on the display and the line-button flash. To accept the call, press the flashing line button. Your first call will be put on hold automatically.

Placing a Second Outbound Call
To place a call on hold and make an outbound call:
1. Press the Hold button
2. Press the New Call soft-key and dial the second number.

Conference Calls
1. With a call on the line, press the Conference button.
2. Dial a number or extension.
3. After the party answers, press the Conference button again. All parties will be on the call. You may repeat these steps until all parties are conferenced in.

Joining Two Calls
The Join soft-key allows a user to connect two separate calls on the phone into a conference call. Press the Join soft-key.
Hold/Resume
1. Press the Hold soft-key to place a call on hold. The held call shows the hold icon and the line button will flash green.
2. To resume a call from hold press the Resume soft-key.

Transfer
1. During a call, press the Transfer button. This puts the call on hold and gives you dial tone.
2. Dial the number or office extension to which you want to transfer the call.
3. When it rings on the other end, press Transfer again. Or, when the party answers, announce the call and then press Transfer.

NOTE: If the party refuses the call, press the End Call soft-key and then the flashing line button to return to the original call.

Call Park
Park a call feature allows you to park a call so that someone else can retrieve it from another phone.
1. With a caller on the line, press the Park soft-key.
2. Note the extension displayed on your screen.
3. To pick up a parked call, dial the extension where the call was parked.

Diverting a Call to Voicemail
Divert allows you to send an incoming call directly to voicemail on demand. When a call is ringing on your phone, press the iDivert soft-key.

Call Forward
1. With the handset down, press the cFwdAll soft-key. You should hear two beeps.
2. Enter the number to which you want to forward all of your calls, or press the Messages button if voicemail is the target.
3. To cancel call forwarding, press the cFwdAll soft-key again.

Do Not Disturb
The DND feature simply silences the ringer on the telephone. If seated in front of the phone, the user can still see the caller ID but will hear a soft beep rather than a ring. Press the DND soft-key to enable do not disturb. Press DND again to turn do not disturb off.

User Web Page
Users have web access to build personal speed dial list. Visit cucmpub.vassar.edu/ccmuser/showHome.do and log in with your Vassar User Name and Password.

Setting Up Speed Dials
After logging in to the webpage listed above:
1. Choose Device from the User Options menu.
2. In the Name drop-down menu, choose the device for which you wish to add speed dials.
3. Click Speed Dials.
4. Type the desired information exactly as you would dial it including a 2 to access an outside line. For example: 2-####-####-####
5. Click Save.
The configuration of the soft keys varies depending on the state of your extension:

**Phone On Hook:**
- Redial
- New Call
- CfwdAll
- DND

**Phone Off Hook:**
- Redial
- MeetMe
- End Call
- CfwdAll
- More

(After Pressing More)

**Connected:**
- Hold
- End Call
- Transfer
- More

(After Pressing More)

**Call On Hold:**
- Park
- Confm
- ConfList
- New Call

(After Pressing More)