

CISCO | Commonly Used Features

Transfer With Announcement

- Press **xfer**
- Dial extension/telephone number followed by **#**
- Announce Call
- Press **xfer** again

Transfer Directly to Voice Mail

- Press **bXfer**
- Dial **5** followed by **extension number**
- Press **Dial** or **#**

Transfer Without Announcement (Blind Transfer)

- Press **bXfer**
- Dial extension/telephone number
- Press **Dial** or **#**

Conference

- Press **Conf**
- Dial the ext/telephone number for the 2nd caller
- Press **Conf**

To end the call for all parties, simply hang up. To leave the call but allow the two parties to remain on the phone with each other, hit the Join" soft button.

Call Waiting

During an active call, you hear a call waiting tone and notice a second incoming call on your display (along with the Caller ID for that second call). You will have two options available on your screen:

- **Answer** – Puts first call on hold/ answers the second call.
- **Ignore** – Sends the second call to voice mail.

To get to the original caller, simply press the button of the line in use and you are now connected to the original caller. You can use this same button to toggle between calls. The screen will show you who is holding and who is connected.

Call Park (Holds a Call On All Phones)

To park a call: Press the **Park** button

To retrieve a parked call: Press the blinking **Park** button

Forward

- Press **cfwd**
 - Dial extension/telephone number
 - Press Dial or **#** (visual confirmation will appear)
- <Press **cfwd** to de-activate forwarding>


Do Not Disturb

Press **dnd** (visual confirmation will appear)

<Press **dnd** to de-activate>

CISCO | Voice Mail Guide

Logging In For The First Time

The system has been designed to guide you through the process of setting up your new voice mailbox. Press the  button on your telephone to begin this process. Enter your temporary PIN (**provided by your FirstLight Representative**) followed by **#**

Your New Voice Mail PIN (Password) Must:

- Be between 6 and 20 characters long.
- Not have a single digit repeated more than 2 times in a row.
- Not be a numeric sequence, e.g. 12345 or 54321.
- Not contain, or match part of, a telephone number associated with this account.

Retrieving Your Messages

From your telephone: Press the  button and enter your PIN

From Away

Dial your telephone number and press ***** during your greeting. Enter your PIN.

Voice Mail Main Menu Options

- Listen to your Voice Messages press **1**
- Create a New Message press **2**
- Work with Greetings Menu press **3**
- To Change Mailbox Settings press **4**
- Reminders press **5**
- Review Erased Messages press **6**
- Login to a Different Mailbox press **7**

Options During/ After Message Playback

- 1** Play message again from the beginning
 - 2** Save message and go to the next message
(This will store the message and mark it a "saved" message)
 - 3** Erase message
 - 4** to Reply
 - 5** to send a copy
 - 8** Pauses the playback of the message for up to 20 seconds;
Pressing 8 again resumes playback
 - 9** Speeds playback of message
 - 77** Rewind 5 seconds
 - 99** Fast forward 5 seconds
- Press **#** to skip to the next message
Press ***** to return to previous menu

