Your Cisco Voice over IP (VoIP) Telephone

It’s a Cisco IP phone (model 794X or 796X) that provides the end user with access to voicemail either through the phone or by accessing the email inbox.

**To set up your voice mail box:**
Press the *messages* button on your phone. *When the VoIP phone has been installed, the default temporary password is 123123#. When accessing the voicemail for the first time, the system will walk you through setting up the mail box, greeting, and password change.*

**To make an internal or external call:**
For an internal call, pick up the handset or press the speaker button to get a dial tone, and then dial the 4-digit extension.
For an external call, pick up the handset or press the speaker button to get a dial tone, and then dial 9 followed by the 7-digit number for a local call, or dial 9+1 followed by the 10-digit long distance number.

**How to access voice mail from another phone on campus:**
Dial 6700. When the automated voice answers, press the star key (*) then enter the mailbox extension# (ID) and password#.

**How to access voice mail FROM HOME:**
Dial (909)-652-6700. When the automated voice answers, press the star key (*) then enter the mailbox extension# (ID) and password#.

**How to use “express messaging” and go directly to voice mail to leave a message:**
Dial 6700. When the automated voice answers, press the 4-digit extension, followed by #2. There is no pause between the ext# and #2. *To transfer a caller directly to voice mail*, press the Transfr soft key, follow the express messaging steps, and press Transfr again.

- Contact the ITS Help Desk for assistance. Call 652-6789.
- VoIP Phone and voice mail information are available under Reference Material at: http://is.chaffey.edu

**Quick Reference Steps**

**How do I change my password if I have previously accessed my messages?**
After accessing the voice mail menu:
1) Press the 4 key (Setup Options)
2) Press the 3 key (Personal Settings)
3) Press the 1 key to change the password. Password must have four (4) numbers
4) Press the pound (#) key to save the change

**How do I change the greeting?**
After accessing the voice mail menu:
1) Press the 4 key (Setup Options)
2) Press the 1 key (Greetings)
3) At the tone say the greeting, press the pound (#) key to end recording
How do I set a temporary greeting?
After accessing the voice mail menu:
1) Press the 4 key (Setup Options)
2) Press the 1 key (Greetings)
3) Press the 3 key (Edit Other Greetings)
4) Press the 3 key (Edit Alternate Greeting)
5) Press the 1 key to record the greeting, press the pound (#) key to end recording
6) Press the 2 key to turn on the alternate greeting.
7) The greeting can be turned off by number of days or by stop date
   a. To set end date by number of days, enter 1, 2, 3 …., then press the pound (#) key
   b. To set a date, enter a two digit month, two digit date, then press the pound (#) key

How do I ‘reply’ to a message?
After listening to the message:
1) Press the 4 key (Reply)
2) Record your reply
   a. Press the 1 key to stop and listen to recording or
   b. Press the 3 key to delete recording and start over
3) Press the pound (#) key to stop the recording
4) Press the pound (#) key again to send

Quick FAQs:
Q: How do I skip messages on the voicemail system?
   Press the pound key (#) to skip to the next message.
Q: How can I tell the difference between a voicemail and an e-mail in my MS Outlook inbox?
   Messages that are voicemail display the sender as “Unity Messaging System…” additionally, the voicemail is identified as a Voice Message System.wav file which will require an audio card on the computer to open and listen to the message.

Quick Access VoIP PHONE COMMANDS (for clip  and save):

<table>
<thead>
<tr>
<th>Transfer call directly to VM:</th>
<th>Forward VM to VM:</th>
<th>To check VM remotely:</th>
<th>Voice Mail Express Messaging:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press Transfr. . . Enter 6700 immediately followed by 4-digit ext and #2 Transfr.</td>
<td>Press 5 Enter ext# Press # to add that # Press 2 to record intro (Press 3 for message options)</td>
<td>Dial 652-6700 Enter ID ext# Enter PW#</td>
<td>Dial 6700 immediately followed by 4-digit ext . and #2</td>
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<tr>
<td>There are NO PAUSES.</td>
<td>Press # # for numbers</td>
<td></td>
<td>There are NO PAUSES</td>
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<td>Forward your line to VM:</td>
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<tr>
<td>Press CFwdALL Enter: 2200</td>
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