Basic Call Handling

To view basic dialing instructions, see the following website: http://www.udel.edu/voip/dialing.html

Basic Call Placing Options
- Pick up the handset.
- Press the Call or Redial icon.
- Press the Speaker button.
- Press a Speed Dial button.

Answering Calls

While idle:
- Lift the handset.
- Press the Speaker button.
- Press the amber flashing button.

Hold/Resume

While on an active call:
1. Press the Hold softkey.
2. Press the Resume softkey.

Call Waiting

During an active call, if a second call rings in, you will hear a single beep. To answer, press the Answer softkey (the original call will be placed on hold automatically).

Call Join

Start with two connected calls.
1. Make sure that one of the calls is active (not on hold). If both calls are on hold, resume one call.
2. Highlight the call on hold.

Busy Lamp Field/Line Buttons

- **Green, steady** — Active call or two-way call
- **Green, flashing** — Held call
- **Amber, steady** — Privacy in use or one-way intercom call
- **Amber, flashing** — Incoming call or reverting call
- **Red, steady** — Remote line in use
- **Off** — line available for use
Transfer Options

**BLIND TRANSFER**
While in an active call:
1. Press the Transfer button.
2. Dial the intended party.
3. Press the Transfer button again to complete the transfer.

**CONSULT TRANSFER**
While in an active call:
1. Press the Transfer button.
2. Dial the intended party.
3. Wait for the party to answer and announce the call. Press the Transfer button again to complete the transfer.
4. If dialed party does not wish to take the call, press End Call, then resume the original call.

**TRANSFER TO VOICEMAIL**
1. Press the Transfer button.
2. Dial * plus the 4-digit extension.
3. Press Transfer again.

Conferencing Options

**AD-HOC CONFERENCING** (MAX 6)
While in an active call:
1. Press More.
2. Press the Conference button.
3. Dial the intended party.
4. Press the Conference button again to complete the conference.
5. Repeat to add additional parties.

**VIEW CONFERENCE PARTICIPANTS**
While in an Ad-Hoc or Joined Conference call:
1. Press More.
2. Press the Conflist softkey.
3. To refresh the screen participants, press the Update button.

**REMOVE CONFERENCE PARTICIPANTS**
While in an Ad-Hoc or Joined Conference call:
1. Press More.
2. Press the Conflist softkey.
3. Highlight the party you wish to remove using the toggle button.
4. Press the Remove softkey.

Call Forwarding

To activate:
1. Press the CFwdAll softkey.
2. Dial the desired destination. Don’t forget to include 9+1 if forwarding to an external number.
3. To deactivate: Press the CFwdAll softkey.

To Forward Calls to Voicemail:
1. Press the CFwdAll softkey.
2. Press the Messages button.

Intercom (Speaker Call)

To Intercom
- Press the Intercom button.
- Enter the desired extension.

The Receiving Extension
- Press the Intercom button or the originator of the speaker call will not be able to hear you. Note: If the receiving extension is on the phone, you can whisper your message without the person they are talking to hearing you.

Cisco 7945 Voicemail Set Up

**ID & PIN**

Internally from your own phone:
Press the Message button.

**INITIAL SETUP**
Follow the prompts to setup your mailbox:

- “Record your name”
- “Record your greeting”
- “Change your temporary PIN”
  Contact Telephone Services if you do not have a temporary PIN.
  *You will be prompted to change it during initial set up.*
  If you “hang up” before you have completely enrolled, you will have to repeat the setup process next time you access voicemail.

**INTERNAL ACCESS**

Internally from another phone:
1. Press the Message envelope
2. Press the Asterisk *
3. Enter 7-digit extension # (831-XXXX)
4. Enter your PIN & #
**EXTERNAL ACCESS**

1. Dial your number
2. Press the Asterisk *
3. Enter 7-digit number (831-XXXX), #
4. Enter your PIN & #

**VOICEMAIL PROMPTS**

To view a list of the common voicemail prompts, see the following website:
http://www.udel.edu/voip/voicemail.html