

CISCO PHONE TIPS

INTERNAL CALL

1. DIAL THE EXTENSION #

LOCAL CALL

1. DIAL "9"
2. DIAL THE OUTSIDE PHONE #

TO ANSWER 2ND LINE

(incoming call)

1. PRESS "ANSWER" (soft button) or PRESS SECOND LINE BUTTON
- *This automatically puts 1ST line on hold

LONG DISTANCE CALL

1. DIAL "55" (for long distance)
2. DIAL 1+ (AREA CODE) + PHONE #
3. WAIT FOR TONE
4. DIAL YOUR 4 DIGIT ACCESS CODE (XXXX)

RETRIEVING MESSAGES

1. PRESS "MESSAGES" BUTTON
2. ENTER YOUR PASSWORD (default is 123123)
3. FOLLOW THE PROMPTS

TRANSFER A CALL

1. PRESS "TRANSFER" (soft button)
2. ANNOUNCE THE CALL
3. PRESS "TRANSFER"

PLACE ON HOLD

1. PRESS "HOLD" (soft button)

RETRIEVE A CALL ON HOLD

1. PRESS "RESUME" OR LINE BUTTON

CALL PICKUP

1. PRESS "MORE"
2. PRESS "PICKUP"
3. PRESS "ANSWER" OR "LINE"

PARKING A CALL

1. PRESS "MORE" (soft button) until you see "Park"
2. PRESS "PARK" (WRITE DOWN THE CALL PARK #)

RETRIEVE PARKED CALL

(Using any phone)

1. DIAL THE CALL PARK #

CONFERENCE CALL

1. CONNECT 1ST CALL
2. PRESS "MORE"
3. PRESS "CONFRN"
4. DIAL THE EXTENSION

-OR-

- DIAL 9 + PHONE #
5. PRESS "CONFRN"

TRANSFER DIRECTLY TO VOICE MAIL

1. PRESS "TRANSFER"
2. DIAL "7" + EXTENSION #
3. PRESS "TRANSFER"

Note: Press transfer button immediately after the ext. number so the entire greeting is heard.

DIAL DIRECTLY INTO AN ESC-2 ASSOCIATES VOICEMAIL

1. DIAL "7" + EXTENSION #

ACCESS VOICEMAIL FROM OUTSIDE

1. DIAL 561-8400
2. PRESS "*" EXTENSION # (ID #) + POUND
3. ENTER PASSWORD + POUND

ACCESS VOICEMAIL FROM SOMEONE ELSE'S PHONE

1. PRESS "*" EXTENSION # (ID #) + POUND
2. ENTER PASSWORD + POUND