Basic Instructions for using the Cisco 79xx Series Phone Keysets at MCCSC

Dialing

- Internal: dial the 5 digit extension and pick up the handset.
- External: dial an "8" before entering the seven digit local number. For long-distance, follow the "8" with 1 + area code and number. Pick up the handset in each case. On long-distance calls, enter your long distance code + "#" after hearing the double tone (stutter).
- "0" from any phone in a building calls that building's main office or operator phones.
- 911, 8911, or 9911 will call emergency services.

Answering

- When an incoming call appears on the display, pick up the handset. If the call is not answered it will go to voicemail. Use the *iDivert* soft-key to send the call directly to voicemail.

Forward and Transfer

- To forward all calls select the *CFwdAll* soft-key: to send then to voice mail press the "Messages" button; otherwise, enter the "extension" of another phone. Selecting the *CFwdAll* again will undo the forward.
- To transfer a connected call select the *Trnsfr* soft-key, dial the intended target extension and select the *Trnsfr* soft-key again.

Voicemail

- The phones indicate an awaiting message in two separate indicators: the red lamp on the handset and the flashing envelope next to the extension displayed on the LCD. Messages also appear in email.
- To review messages from a phone, press the "Messages" key and enter your password followed by the "#" as instructed. New messages will play first in order from most recent to oldest. Instructions for action on each message (delete, save, forward, etc…) will play after each message.
- Specific user options such as greetings, alternate greetings and voicemail password changes may be found under option 4 while logged into voicemail from any phone.
- Accessing voicemail for extensions not on the primary (top) line: press the line button next to the extension first. Then, follow the regular instructions listed above.

For more help and tutorials, visit http://help.mccsc.edu.